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RELAY INFORMATION

*For communication between hearing, deaf, hard-of-
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 hours a day.*

Relay Texas

Relay 711
 TTY/HCO 800-735-2989
 ASCII 800-735-2991
 Voice Carry Over (VCO) 877-826-1789
 Speech to Speech 877-826-6607
 Blind or Visually Impaired 877-826-9348
 Spanish 800-662-4954

www.puc.state.tx.us/relaytexas/relay/calltypes.aspx

is also online at www.yellowbook.com

AUSTIN

Anderson Mill, Brushy Creek, Del Valle,
 Jollyville, Lakeway, Lee Creek, Manchaca,
 Manor, Pflugerville, Shady Hollow

2016-2017



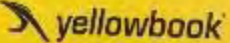
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Annual Report

September 2015 – August 2016





2011: A Spanish-language version of the Relay Texas website is launched.

2012: The Public Utility Commission of Texas makes it possible for the Lubbock Call Center to handle CapTel® services.

2013: Relay Texas is re-certified by the FCC until 2018.

2014: Relay Texas is interviewed on the Waco KCEN television station in January and on the Ft. Worth KDAF television station in May.

2015: Relay Texas celebrates 25 years of providing relay services, with its first relay call coming from the Austin Call Center.

2016: Relay Texas promotes TRS, CapTel®, and Spanish Relay via televised public service announcements broadcast 10,250 times in four time periods.

2013

RE-CERTIFIED
BY THE FCC
UNTIL 2018.

2015

RELAY TEXAS
CELEBRATES 25 YEARS OF
RELAY SERVICES.

2016

RELAY TEXAS PROMOTES
SERVICES VIA TELEVISED
PUBLIC SERVICE
ANNOUNCEMENTS.

THANK YOU, TEXAS!

[FROM THE CUSTOMER RELATIONSHIP MANAGER II]

Public Utility Commission of Texas:

Sprint Relay is appreciative of the opportunity to provide relay services, education, and customer support to Texas consumers from September 2015 to August 2016, along with the past 25 years!

With support from the Relay Texas Outreach Specialist, Outreach Experts, Inc. (OEI) Outreach Specialist, Relay Texas outreach activities this reporting year included exhibitions, presentations, and visits in various towns:

- 133 events by Relay Texas and 55 events by OEI, for a total of 188 events
- 16 cities by Relay Texas (with several repeat visits)
- 31 cities by OEI (with several repeat visits)

In addition, one-on-one visits occurred at:

- Adult day care centers
- Veteran organizations
- Medical clinics
- Libraries

Other Relay Texas accomplishments included:

- Celebrating 25 years of Relay Texas services from its first relay call at the Austin Call Center.
- Broadcasting three public service announcements about the English- and Spanish-language CapTel® phones and service, and Spanish Relay at four different time periods for a total of 10,250 spots.

Conversation minutes this fiscal year showed:

- TTY: A significant decrease of 22.33%, or 158,686 minutes
- Speech-to-Speech: A decrease of 8.63%, or 718 minutes
- Spanish: A decrease of 8.46%, or 1,937 minutes
- CapTel®: A significant decrease of 16.32%, or 208,448 minutes

Sprint thanks the Public Utility Commission of Texas, the Relay Texas Outreach Specialist, the three OEI Outreach Specialists, and the Relay Texas users for the opportunity to provide relay services, education, and customer support these past 25 years.

With appreciation,



Olivia Dominguez
Customer Relationship Manager II

Olivia V. Dominguez, Customer Relationship Manager II
1321 Rutherford Lane Suite 100 | Austin, TX 78753
(512) 354-7002 Voice | (512) 354-2075 Fax
olivia.dominguez@sprint.com

OUTREACH EDUCATION

Outreach Activities

The Customer Relationship Manager, with support from the Relay Texas Outreach Specialist, promoted relay service awareness through product and service demonstrations, exhibitions, presentations, and via www.relaytexas.com. Activities included exhibitions at conventions, presentations and trainings that focused on traditional TRS, Speech-to-Speech (STS), CapTel®, and Spanish Relay services. Examples of events geared to specific groups included:

Hearing persons

- Retiree Appreciation Day(s) in Ft. Hood
- Winter Texan Expo and Health Fair in McAllen

Speech-to-Speech users

- Aptus Therapy Services in four cities
- MD Anderson Health Center in Houston

Deaf persons

- Texas School for the Deaf Homecoming event in Austin
- Texas Workforce Solutions in three cities

Hard of hearing persons

- Veterans of Foreign Wars in Roma
- Texas Veterans Commission in McAllen

Spanish speakers

- Hispanic Women's Network of Texas in Houston
- Greater Hispanic Chamber of Commerce in Austin

DeafBlind persons

- White Cane Day in Austin
- Guajira Family Clinic and Diabetes Care in McAllen

Event	Location	Customer Segment
Sun City Health Fair	Sun City	Hearing
TSD Homecoming	Austin	Deaf
White Cane Day	Austin	Deaf/Blind
Hispanic Womens Network of Texas	Houston	Hearing
Retiree Appreciation Day(s)	FT Hood	Hearing
McLennan County	Waco	Hearing
MD Anderson Health Center	Houston	Speech to Speech
Winter Texan Expo and Health Fair	McAllen	Hearing
Texas Speech/Language and Hearing Association	Dallas/Ft Worth	Deaf, Hard of Hearing
Abilities Expo	Houston	Deaf, Hard of Hearing, Hearing
American Academy of Audiology	Austin	Hard of Hearing, Hearing
Chamber of Commerce Fest Edinburg	Edinburg	Hearing
Greater Hispanic Chamber of Commerce	Austin	Hearing

In addition, selected examples of other outreach performed included one-on-one visits with a brief explanation of Relay Texas services and providing literature at facilities such as:

- Nursing Rehabilitation Center in Edinburg
- Sunglo Home Health in Harlingen

- Nueva Esperanza Adult Day Care in Roma
- Citrus Gardens Annex in Brownsville

See appendix for additional outreach performed.

Cities included:

Austin	Harlingen	Roma
Brownsville	Houston	San Benito
Dallas	Laguna Vista	San Juan
Edinburg	Los Fresno	Sun City
Ft. Hood	McAllen	Waco
Ft. Worth	Rio Grande City	Weslaco

RELAY TEXAS & OEI

188 EVENTS

47 CITIES

Outreach Experts, Inc.

Outreach Specialists from the Outreach Experts, Inc. (OEI), team were brought on board to provide education throughout the state about Internet-based CapTel® phones and services. The three specialists reside in Austin, Conroe, and Kyle, and during this reporting year, they performed a combined total of 55 outreach activities. OEI and Relay Texas operate on a separate plan and budget. OEI served the following cities:

Allen	Dallas	Plano
Austin	Frisco	Roanoke
Beaumont	Ft. Worth	Rockwall
Bedford	Galveston	San Antonio
Bellaire	Garland	Stafford
Belton	Georgetown	Sugarland
Boerne	Grand Prairie	Sun City
Caldwell	Houston	Tarrant
Clear Lake	Lumberton	The Woodlands
Copperas Cove	Mansfield	
Cypress	McAllen	



Public Service Announcements

During this reporting year, three 30-second public service announcements (PSAs) about the English- and Spanish-language CapTel® phone 840i, English-language CapTel® 2400i phone and service, and Spanish Relay were broadcast for 10,250 spots during four different time periods in 2015 and 2016.

July 13 – September 20, 2015

A 30-second CapTel® television advertisement with open captions in English was broadcast 4,139 times on popular channels such as ABC, CBS, FOX, MyTV, and NBC during high-visibility programs in:

- Abilene – Sweetwater
- Amarillo
- Austin
- Beaumont – Port Arthur
- Corpus Christi
- Harlingen – Weslaco – Brownsville – McAllen
- Lubbock
- Odessa – Midland
- San Angelo
- San Antonio
- Tyler – Longview
- Victoria
- Waco – Temple – Bryan
- Wichita Falls – Lawton

January 11 – March 20, 2016

A 30-second CapTel® television advertisement with open captions in Spanish was broadcast 855 times on the Telemundo, Univision, and Unimas channels in the McAllen – Harlingen – Weslaco – Brownsville markets.

January 11 to March 20, 2016

A 30-second CapTel® television advertisement with open captions in English (the same advertisement shown from July 13 to September 18, 2015) was broadcast 878 times for six weeks on the ABC, CBS, and NBC channels in the Dallas and Houston markets.

July 25 to October 2, 2016

A 30-second television advertisement of a veteran using the CapTel® 2400i was broadcast 4,378 times on the ABC, CBS, FOX, and NBC channels in the same locations as the July 13 to September 20, 2015 television advertisement.



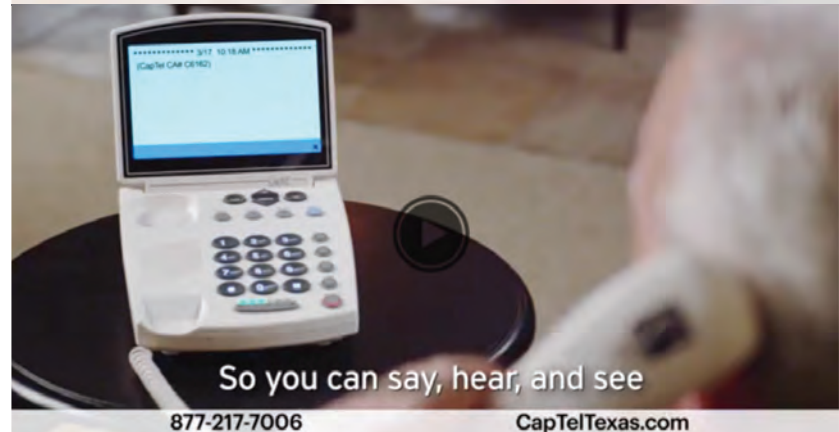
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CapTelOffer.com/espanol



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CapTelTexas.com
1-877-217-7006

STAYING CONNECTED HAS NEVER BEEN EASIER.

Customer Profile Forms

The TRS and Speech-to-Speech Customer Profile forms, updated in August 2015, allow relay callers to submit:

- Personal information for emergency services
- Contact numbers, including IP Relay numbers
- Frequently dialed numbers
- Caller preferences for how the relay operator voices greetings, and outdial restrictions
- Other preferences

The Relay Texas Customer Profile form is a digital form with a blue header. It includes sections for 'Your Personal Information' (Last Name, First Name, Area Code & Phone Number, Street Address, City, State, ZIP, Email), 'Your Contact Numbers' (For Sprint IP or Federal IP users only), and 'Frequently Dialed Numbers' (Speed Dial for Non-Emergency Calls). It also has a section for 'Your Preferences' (My Operator Preference, My Language, My Style). The form is branded with the Texas Relay logo.

The My STS Profile form is a digital form with a blue header. It includes sections for 'My Personal Information' (Last Name, First Name, Area Code & Phone Number, Street Address, City, State, ZIP, Email), 'My Name' (Username, Password), 'My Place' (Where's your time zone?, Daylight Savings Time, Location 40, Location 41, Location 42, Location 43, Location 44), and 'My Preferences' (My Operator Preference, My Language, My Style). The form is branded with the Texas Relay logo.

Outreach Equipment and Promotional Items

Outreach equipment is used for exhibitions and other events. Promotional items were distributed at outreach events as an educational and exciting way to share information about Relay Texas services.

Outreach Equipment	Quantity	Outreach Equipment	Quantity
Relay Texas Tablecloths (3 black, 1 white)	4	HP Laptop	1
Relay Texas Tablecloth (Black, in Spanish)	1	"Hearing Loss?" Banner	1
Dolly	1	Nikon Coolpix Camera	1
Projector Screen	1	Relay Texas-branded Pop-Up Canopy	1
Transport Crate	1	CapTel® Telephones	2
Digital Projector	1	Prize Wheel	1
32" Digital TV	1	VCO Phone	1
Portable Table	1	TTY	1

Promotional Collateral	Traditional Relay	CapTel®	Educate Texas Program	Relay Texas Website
Relay Texas Tote Bags	395			
Flashlights			411	
CapTel® Cups		47		
CapTel® Brochures		402		
Relay Texas Notepads			892	
Phone Stands (Blue and Red)			917	
Tri-message Pens				843
Emery Boards			791	
Microfiber Screen Cleaner Cloth			1700	
Traditional Relay Brochures (English)	1069			
Traditional Relay Brochures (Spanish)	903			
What is 711? Poster (English)	191			
What is 711? Poster (Spanish)	265			
What is 711? Poster (English/Spanish)	496			
STAP Applications (English)	50			
STAP Applications (Spanish)	50			
STAP Brochure (English)	83			
STAP Brochure (Spanish)	515			

Educate Texas Program

Due to the great success of this specially targeted outreach program these past five years, a request was made to continue this program through contract expiration.

The Educate Texas Program is designed for those who already use Relay Texas, and also those who may not be familiar with the service's benefits. Target audiences were reached through meetings, media advertising and personal visits in specific cities. Google Analytics was used to compare the effectiveness for this year's marketing effort that took place from January 11 to March 20, as shown in the below chart.

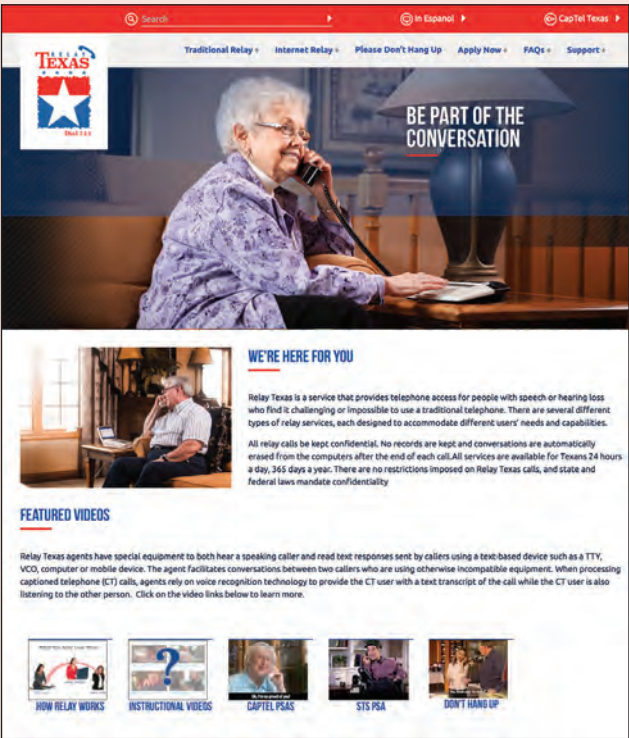
Marketing Channel	Timeframe
855 30-second TV spots	1/1/16–3/20/16
Local Events: <ul style="list-style-type: none"> Winter Texan Expo and Health Fair 2016 Edinburg Chamber of Commerce Texas Cook 'Em Festival 	1/19–20/16 7/2/16
Premise Visits: 120 in the Rio Grande Valley Region of South Texas	1/1/16–8/31/16

Verification of Effectiveness

Google Analytics was used to measure the effectiveness of marketing efforts in the Rio Grande Valley Region of South Texas, as shown in the below chart.

Hypermarketing Time	Number of Visits
1/11/15–3/20/15	12
1/11/16–3/20/16	51
Visit Increase: 425%	

Website Statistics



The Relay Texas website, at www.relaytexas.com, provides information on how calls are handled, the free-loan equipment distribution program, Internet-based products and services, Spanish Relay, and additional resources. The website runs on HTML5, conforming to the latest technological standards, and is also mobile-, tablet-, and desktop-friendly.

To monitor trends on the website, the Customer Relations Manager received a monthly statistics report. This year, there were 6,200 hits, representing the number of requests made to the server. This is an increase of 6.31%, or 368 hits, compared to the previous year.

Fig. 1: Website Statistics			
Month	Hits	Month	Hits
September	502	March	751
October	419	April	671
November	457	May	570
December	432	June	470
January	653	July	502
February	593	August	180

CALL CENTERS

Sprint is proud to have two relay call centers in Texas that provide relay services to persons who are deaf, hard of hearing, deafblind, speech-disabled, or hearing.

Austin

On September 1, 2015, the Austin Relay call center celebrated 25 years of providing relay services in Texas. Many people instrumental in opening the center were in attendance, including Maggie Schoolar, Mark Seeger, Scott Demarest, Barbara Garcia, and Sharon Behringer, along with Olivia Dominguez. Key state leaders and retired Relay Texas employees also attended the celebration, which had 85 guests.



Community Service

Relay Texas employees are committed to making a difference by investing in Austin's future. It is gratifying to know that our donations make an impact on the lives of families in the area. Local organizations like Austin State Supported Living and Austin Voices for Education and Youth benefit from our employees' generosity. Donations totaled \$112,187 – more than doubling the previous year's donations.

Lubbock

CSD Lubbock Relay opened its doors on September 1, 1995, and is operational 24 hours a day. CSD is proud to have provided services, in both English and Spanish, to deaf, hard of hearing and speech-disabled customers for 21 years. The center also provides CapTel® services, and expanded its hours of operation in May 2016 to seven days a week from 6 a.m. to 11p.m. Central Time.

The center employees are essential to the organization's growth and the customers we serve. CSD offers many incentives and recognition programs to support the professional growth of each employee. These include perfect attendance recognition and monthly work performance incentives, such as our "Wall of Fame" and "Top Timings" recognition boards.

CSD recognizes that we have not seen the end of the changes that continue to revolutionize the way deaf and hard of hearing people communicate. We are very proud to continue to provide quality and reliable service to our consumers, understanding that they rely on our service to communicate to the rest of the world.

Community Services

This year, CSD Lubbock gave back by contributing 3,560 food items to area underprivileged citizens through the South Plains "U Can Share Food Drive" and 790 school supply items to local school districts in the "Stuff the Bus" school supply drive.

SPRINT RELAY NEWS

Sprint continuously strives to enhance relay products and services to bring an even better experience to all relay customers. This is possible through feedback, implementation, testing, and usage by consumers and team members.

White House Champion of Change Award

Sprint is proud to share that Mike Ellis, National Director for Sprint Relay, received the White House Champions of Change for Disability Advocacy across Generations award on July 27 at a ceremony at the White House. Ellis has worked for 23 years to advance accessible technology and ensure individuals with disabilities have the resources necessary to succeed in their business and personal lives.

Under his leadership, Sprint has developed a long-term commitment to empowering people with disabilities and ensuring they are included within the workplace, customer base, and the telecom industry. As a result of this commitment, Sprint was recently honored by the Disability Equality IndexSM survey as "One of the Best Places to Work for Disability Inclusion Policies and Practices."



**SPRINT RELAY
EXHIBITED AT 71
NATIONAL TRADESHOWS,
REACHING 204,500
PEOPLE**

National Tradeshows

Sprint Relay continues to have a highly visible presence at local, state, and national tradeshows. Attending tradeshows such as NASRA, TEDPA, Big E, and M-Enabling is a great opportunity for attendees to learn how they can improve communication access. Exhibits and presentations provide attendees the chance to learn about advancements in the relay industry. Customer testimonials and product demonstrations at these events provide a unique opportunity for users to see first-hand how various communication options can improve their lives.

Audiologist Kits

In 2015, Sprint created the Hearing Health Professionals' CapTel[®] Kit for medical professionals to introduce Sprint CapTel[®] services to their patients. Each kit includes a Third Party Certification form, a demonstration CapTel[®] phone, brochures and a stand for waiting rooms, and more. Professionals interested in a kit can request one at <http://professionals.sprintcaptel.com>.



Newsletter

In September 2015, the STARS newsletter was distributed to all Sprint Relay state contract administrators. The six-page newsletter contained a letter from the Sprint Relay National Director Mike Ellis, an article on disability inclusion, a summary of a new relay employee who works in the blind/low vision community, testimonial videos from CapTel® users, an overview of long-distance billing, customer service training with Gallaudet University staff, upcoming relay-related meetings, and other topics.



STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an ideal forum to discuss current FCC rules and upcoming industry trends; product and service reviews; TRS and CapTel® platforms; presentations by company representatives from the media, captioning, and CapTel® industries; and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2016.

Facebook Page in Spanish

Sprint Relay is pleased to have increasing resources available in Spanish. In June 2016, Sprint Relay posted its first post on the Sprint Latino Facebook page.



Un Nuevo Dia

In February 2016, Sprint Relay was represented in a technology segment interview on a leading Spanish-language morning show, "Un Nuevo Día" ("A New Day"). This segment was broadcast on Telemundo, NBC's national Hispanic network. During this live interview, Sprint Relay demonstrated products, services and plans to a very engaged studio audience.

CapTel® Call Center

In March 2016, a sixth CapTel® Call Center was opened in Tampa, Florida.

CapTel® Newsletter

Each month, CapTel® distributes its newsletter to users of the CapTel® phone and service. These newsletters contain helpful tips for the various CapTel® phone models, stories about event participation, details of upcoming events, and testimonials.



SPRINT RELAY ACCOUNTS

Sprint provides relay services for 36 states, territories, and commonwealths, along with Federal Relay and New Zealand.



RELAY TEXAS STATISTICS

Telecommunications Relay Service

The following information indicates the trends in the annual total number of English and Spanish conversation minutes, Speech-to-Speech minutes, relayed call volume, calling trends, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Relay Texas.

Conversation Minutes (English)

Figure 2 indicates the total monthly session minutes in English processed through Relay Texas. The total of 552,017 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech and CapTel® minutes are reported separately. This represents a decrease of 22.33%, or 158,686 minutes, compared to the previous year.

Fig. 2: Conversation Minutes (English)

September	51,737	March	44,314
October	54,655	April	39,392
November	51,995	May	42,004
December	52,899	June	42,321
January	46,598	July	38,862
February	45,098	August	42,142

Conversation Minutes (Spanish)

Figure 3 depicts the total monthly number of Spanish minutes processed through Relay Texas. For this fiscal year, the total amounted to 20,965 minutes, which represents a decrease of 8.46%, or 1,937 minutes, compared to the previous year's figures.

Fig. 3: Conversation Minutes (Spanish)

September	2,458	March	1,931
October	1,652	April	2,097
November	2,738	May	1,880
December	1,962	June	1,540
January	2,111	July	455
February	1,494	August	647

Speech-to-Speech Conversation Minutes

This fiscal year contained 7,602 Speech-to-Speech (STS) minutes, which represents a decrease of 8.63%, or 718 minutes, compared to the previous year. Figure 4 shows a breakdown by month.

Fig. 4: STS Conversation Minutes

September	242	March	658
October	928	April	596
November	556	May	939
December	786	June	559
January	690	July	593
February	456	August	599

Relayed Call Volume

Figure 5 depicts the total number of completed calls processed through Relay Texas. This reflects all the calls handled by the relay agent and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. For this reporting period, there was a total of 112,330 relayed calls, representing a decrease of 22.10%, or 31,859 fewer calls, compared to the previous year.

Fig. 5: Relayed Call Volume

September	10,864	March	8,518
October	11,103	April	7,616
November	9,877	May	8,596
December	10,715	June	8,885
January	11,003	July	8,132
February	9,048	August	7,973

Calling Trends

Figure 6 indicates where Relay Texas TRS calls originated during May 2016. The highest concentrations are shown in red, then yellow, then green.

LEGEND

500 to 1,100
250 to 500
100 to 250
50 to 100
25 to 50
10 to 25
1 to 10
0 to 0

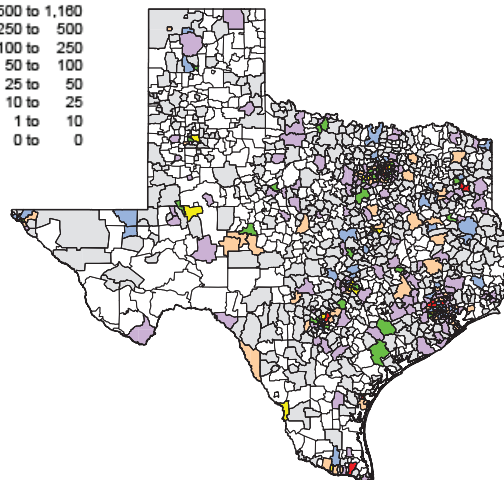


Fig. 6: Calling Trends

Average Speed of Answer and Service Level

Figure 7 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. Relay Texas's daily requirement is that 85% of all calls are answered within 3.3 seconds. The Average Speed of Answer (ASA) was 1.75 seconds and the Service Level (SVL) was that 95.2% of calls were answered within 10 seconds.

Fig. 7: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
September	2.0	93%	March	.8	98%
October	2.2	93%	April	.6	98%
November	2.5	92%	May	.7	98%
December	4.0	91%	June	.7	98%
January	2.0	94%	July	.9	97%
February	1.3	96%	August	3.3	94%

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel® from June 2015 to May 2016 to the Public Utility Commission of Texas administration, which then submits the report to the Federal Communications Commission (FCC).

During this FCC reporting year, there were 19 TRS commendations, 8 TRS complaints, and 1,602 TRS inquiries.

The following information indicates the trends of the annual total number of CapTel® conversation minutes, call volume, calling trends, call origination, and contacts with customers provided by Relay Texas.

Conversation Minutes

A breakdown of monthly conversation minutes is shown in Figure 8. This reporting year's Relay Texas CapTel® conversation minutes totaled 1,068,580. This represents a decrease of 16.32%, or 208,448 minutes, compared to the previous year.

Fig. 8: CapTel Conversation Minutes

September	90,425	March	90,323
October	95,564	April	86,813
November	90,555	May	88,797
December	93,338	June	85,363
January	90,563	July	81,186
February	86,440	August	89,213

Call Volume

A total of 410,496 Relay Texas CapTel® calls were generated this reporting year. A breakdown of monthly call volume is displayed in Figure 9, which represents a decrease of 15.96%, or 77,970 calls, from last year.

Fig. 9: CapTel Call Volume

September	36,420	March	33,935
October	37,478	April	32,309
November	35,496	May	34,368
December	37,147	June	31,934
January	34,534	July	30,772
February	32,038	August	34,065

LEGEND

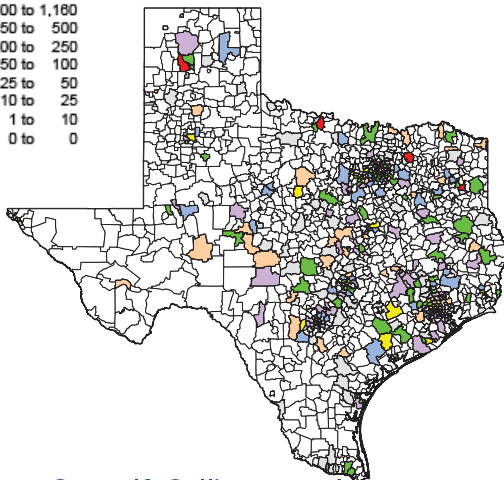
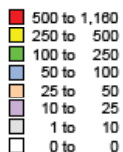


Fig. 10: CapTel® Calling Trends

CapTel® users.

Calling Trends

Figure 10 indicates where Relay Texas CapTel® calls originated during May 2016. The highest concentrations are shown in red, then yellow, then green.

Call Origination

Figure 11 indicates that most Relay Texas CapTel® calls were initiated by

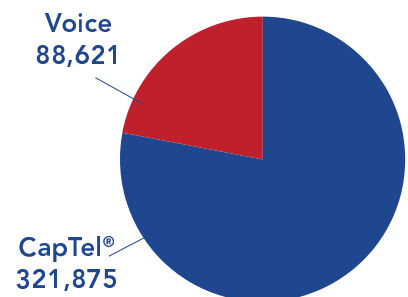


Fig. 11: Call Origination

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel® from June 2015 to May 2016 to the Public Utility Commission of Texas administration, which then submits the report to the FCC.

During this FCC reporting year, there were 9 CapTel® commendations, 2 complaints, and 275 inquiries.

SPRINT RELAY TEAM

Mike Ellis Global Director — Accessibility	Mark Tauscher Business Development/Project Management Angie Officer Senior Program Manager
Maggie Schoolar Corporate Sales Branch Manager Olivia Dominguez Customer Relationship Manager II, Relay Texas Evelyn McRae Outreach Specialist, Relay Texas <i>December 2015-August 2016</i> Randall McKee Austin Call Center Supervisor <i>March 1991-August 2016</i> Chris Smith Account Executive	Kris Owara Billing Analyst
John Moore National Customer Relations Manager	Brian Adamson National Customer Service Supervisor

OUTREACH ACTIVITIES

Event	Location	Customer Segment
The Department of Veterans Affairs/outpatient clinic	McAllen	Hard of Hearing, Hearing
Texas Veterans Commission	McAllen	Hard of Hearing, Hearing
United States Department of Veterans Affairs	McAllen	Hard of Hearing, Hearing
Rio Grande Regional Hospital	McAllen	Hard of Hearing, Hearing
Guajira Family Clinic and Diabetes Care	McAllen	Hard of Hearing, Hearing
Students with Disabilities University of Texas Pan Am	Edinburg	Hard of Hearing, Hearing
Veteran Affairs University of TX Pan Am	Edinburg	Hard of Hearing, Hearing
Valley, Ear, Nose and Throat	McAllen	Hard of Hearing, Hearing
Valley Costal Bend VA Health Center	Harlingen	Hard of Hearing, Hearing
Veterans Affairs South Texas College	Edinburg	Hard of Hearing, Hearing
Students Accessibility Services South Texas College	Edinburg	Hard of Hearing, Hearing
McAllen Medical Center	McAllen	Hard of Hearing, Hearing
Seniors and People with Disabilities	McAllen	Hard of Hearing, Hearing
Aptus Therapy Services	McAllen	Speech to Speech
Texas Workforce Solutions Sally Perez	Brownsville	Deaf, Hard of Hearing, Hearing
Texas Workforce Solutions Jorge Sandoval	Brownsville	Deaf, Hard of Hearing, Hearing
Texas Workforce Solutions Belinda Olivarez	Harlingen	Deaf, Hard of Hearing, Hearing
Texas Workforce Solutions Alex Rodriguez Mobile Unit	San Benito	Deaf, Hard of Hearing, Hearing
Abundant Life Health Care Center of Brownsville	Brownsville	Hard of Hearing, Hearing
Cameron County VA Services Salvador J. Castillo	Brownsville	Hard of Hearing, Hearing
Veterans Department Belinda Rios	San Benito	Hard of Hearing, Hearing
Cameron and Willacy Counties Community Projects	Brownsville	Hard of Hearing, Hearing
Delia's Adult Day Care Center	San Benito	Hard of Hearing, Hearing
Lower Rio Grande Valley Development Council	Harlingen	Hard of Hearing, Hearing
Canterbury Campus Community	Harlingen	Hard of Hearing, Hearing
Casa Del Sol for Adults	Harlingen	Hard of Hearing, Hearing
Casa De Amigos #3 for Adults	Harlingen	Hard of Hearing, Hearing
La Familia on Grimes Street	Harlingen	Hard of Hearing, Hearing
Grace Center Adult Day Care	Harlingen	Hard of Hearing, Hearing
La Victoria Adult Day Care 3	Harlingen	Hard of Hearing, Hearing
American Legion	Harlingen	Hard of Hearing, Hearing
Sunglo Home Health	Harlingen	Hard of Hearing, Hearing
Senior Care Edinburg	Edinburg	Hard of Hearing, Hearing
Edinburg Nursing Rehabilitation Center	Edinburg	Hard of Hearing, Hearing
Bridges at Edinburg	Edinburg	Hard of Hearing, Hearing
Mizpah Adult Day Care Center	Edinburg	Hard of Hearing, Hearing
Corazones Divinos HealthCare LLC	Edinburg	Hard of Hearing, Hearing
Mis Abuelitos Adult Day Care	Edinburg	Hard of Hearing, Hearing

Event	Location	Customer Segment
Mis Anos Felices Adult Day Care	Edinburg	Hard of Hearing, Hearing
Pride and Joy Adult Day Care	Edinburg	Hard of Hearing, Hearing
Oro Del Pueblo Adult Day Care	Edinburg	Hard of Hearing, Hearing
Loving Touch Adult Day Care	Edinburg	Hard of Hearing, Hearing
Los Laureles Adult Day Care	Edinburg	Hard of Hearing, Hearing
Santa Cruz Adult Day Care Center	Edinburg	Hard of Hearing, Hearing
La Casa De Susy Adult Day Care	Edinburg	Hard of Hearing, Hearing
Recuerdos Adult Day Care Center	Edinburg	Hard of Hearing, Hearing
New Age Adult Daycare	Edinburg	Hard of Hearing, Hearing
La Inspiracion Adult Day Care LLC	Edinburg	Hard of Hearing, Hearing
Dustin Michael Sekula Memorial Library	Edinburg	Hard of Hearing, Hearing
School of Art UT RGV	Edinburg	Hard of Hearing, Hearing
Mi Divina Casa Adult Day Care	Edinburg	Hard of Hearing, Hearing
Allstate Permanent Home Care	Edinburg	Hard of Hearing, Hearing
Guajira Family Clinic and Diabetes Care	Edinburg	Hard of Hearing, Hearing
Edinburg Towers	Edinburg	Hard of Hearing, Hearing
AARP Programa de Empleo SCSEP	Edinburg	Hard of Hearing, Hearing
Mi Casa Primary Home Care Inc.	Edinburg	Hard of Hearing, Hearing
American Legion Post #408	Edinburg	Hard of Hearing, Hearing
Aptus Therapy Services Speech	Edinburg	Speech to Speech
Un Dia La Vez	San Juan	Hard of Hearing, Hearing
Conchita's Adult Day Care	Rio Grande City	Hard of Hearing, Hearing
D'Maria Adult Day Care	Rio Grande City	Hard of Hearing, Hearing
El Cenizo Adult Day Care	Rio Grande City	Hard of Hearing, Hearing
El Parque Adult Day Care	Rio Grande City	Hard of Hearing, Hearing
Vida Bendita Adult Day Care	Rio Grande City	Hard of Hearing, Hearing
Mi Jardin Del Rio #1	Rio Grande City	Hard of Hearing, Hearing
Los Girasoles Adult Day Care	Rio Grande City	Hard of Hearing, Hearing
Paraiso Del Rio	Rio Grande City	Hard of Hearing, Hearing
Starr County Memorial Hospital	Rio Grande City	Hard of Hearing, Hearing
Rio Grande City Nursing and Rehabilitation Center	Rio Grande City	Hard of Hearing, Hearing
Workforce Solutions	Rio Grande City	Hard of Hearing, Hearing
Retama Manor Nursing Center	Rio Grande City	Hard of Hearing, Hearing
Aptus Therapy Services Speech Therapy	Rio Grande City	Speech to Speech
Speech Therapy Works	Rio Grande City	Speech to Speech
Bounce Back Therapy Speech	Rio Grande City	Speech to Speech
Mi Jardin Del Rio #2	Rio Grande City	Hard of Hearing, Hearing
Guajira Diabetes Care	Rio Grande City	Hard of Hearing, Hearing
Nueva Esperanza Adult Day Care	Roma	Hard of Hearing, Hearing
Vida Linda Adult Day Care	Roma	Hard of Hearing, Hearing
La Hacienda Adult Day Care	Roma	Hard of Hearing, Hearing

Event	Location	Customer Segment
Mi Jardin Del Rio Adult Day Care Centers	Roma	Hard of Hearing, Hearing
Mi Otra Casita	Roma	Hard of Hearing, Hearing
Starr County Memorial Hospital	Roma	Hard of Hearing, Hearing
Veterans of Foreign Wars	Roma	Hard of Hearing, Hearing
Aptus Therapy Services Speech	Roma	Speech to Speech
STC South Texas College Student with Disabilities	Rio Grande City	Hard of Hearing, Hearing
STC Student Services and Veterans	Rio Grande City	Hard of Hearing, Hearing
City of Rio Grande City Library	Rio Grande City	Hard of Hearing, Hearing
Rio Grande City Consolidated ISD Special Education	Rio Grande City	Hard of Hearing, Hearing
Nuevo Amanecer Adult Day Care	Brownsville	Hard of Hearing, Hearing
Carino Adult Day Care Center	Brownsville	Hard of Hearing, Hearing
Mom & Dad Adult Day Care	Brownsville	Hard of Hearing, Hearing
Sunglo Adult Day Care	Brownsville	Hard of Hearing, Hearing
Mi Jardin Adult Day Care	Brownsville	Hard of Hearing, Hearing
Buena Vida Adult Day Care, Inc.	Brownsville	Hard of Hearing, Hearing
La Amistad Adult Day Care	Brownsville	Hard of Hearing, Hearing
Ministry Adult Day Care	Brownsville	Hard of Hearing, Hearing
El Mundo Feliz Adult Day Care	Brownsville	Hard of Hearing, Hearing
Mi Cielito Lindo LLC	Brownsville	Hard of Hearing, Hearing
TLC Adult Day Care	Los Fresno	Hard of Hearing, Hearing
Casa Del Mar	Brownsville	Hard of Hearing, Hearing
Caring Palms Health Care Center	Brownsville	Hard of Hearing, Hearing
Rose Gardens Annex	Brownsville	Hard of Hearing, Hearing
Linda Vista	Brownsville	Hard of Hearing, Hearing
Buena Vida	Brownsville	Hard of Hearing, Hearing
Citrus Gardens Annex	Brownsville	Hard of Hearing, Hearing
Sunset Terrace	Brownsville	Hard of Hearing, Hearing
Las Brisas	Brownsville	Hard of Hearing, Hearing
Bougainvillea Housing	Brownsville	Hard of Hearing, Hearing
Victoria Gardens	Brownsville	Hard of Hearing, Hearing
Laguna Vista Assisted Living	Laguna Vista	Hard of Hearing, Hearing
Brownsville ISD Special Services Dept	Brownsville	Hard of Hearing, Hearing
Regional School for the Deaf	Brownsville	Deaf, Hard of Hearing
Amigos Del Valle, Inc	Brownsville	Hard of Hearing, Hearing
Laguna Vista Public Library	Laguna Vista	Hard of Hearing, Hearing
Bello Amanecer	Brownsville	Hard of Hearing, Hearing
Carino Adult Day Care	Brownsville	Hard of Hearing, Hearing
VA US Veterans Affair	Brownsville	Hard of Hearing, Hearing
TLC Adult Day Care	Brownsville	Hard of Hearing, Hearing
Brownsville Public Library	Brownsville	Hard of Hearing, Hearing
Guajira Family Clinic & Diabetes Center	Weslaco	Hearing, Low Vision

TRS STATISTICS (ENGLISH)

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
Total Conversation Minutes	51,737	54,655	51,995	52,899	46,598	45,098	44,314	39,392	42,004	42,321	38,862	42,142	552,017
Less Interstate	3,296	3,227	2,198	2,729	2,566	2,208	2,039	1,410	1,839	1,475	2,006	2,150	27,143
Less International	4	42	129	171	346	268	403	135	62	502	74	235	2,371
Less Toll-Free (51%)	9,022	9,912	9,213	9,701	8,364	7,586	6,952	6,128	6,321	6,521	6,315	7,389	93,424
Less Interstate DA	20	32	2	8	9	5	2	9	20	17	8	13	145
Less 900 (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Test Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
STS Billable Minutes	183	598	286	460	457	368	444	450	639	405	400	436	5,126
TOTAL Billable Minutes	39,578	42,040	40,739	40,750	35,770	35,399	35,362	32,160	34,401	34,211	30,859	32,791	434,060
NUMBER OF TOTAL CALLS (SGACB101-3-REG does not include STS)													
(Billable)													
Local	7,357	7,465	7,013	7,755	8,247	6,634	6,313	5,772	6,830	7,121	6,367	5,982	82,856
Intrastate	374	395	291	499	604	529	399	346	286	247	305	389	4,664
Intrastate Toll-Free	1,226	1,258	1,001	858	699	671	601	568	527	573	555	590	9,127
900 Pay Per Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate DA	67	48	69	51	33	61	35	35	44	49	34	56	582
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	9,024	9,166	8,374	9,163	9,583	7,895	7,348	6,721	7,687	7,990	7,261	7,017	97,229
(NON-Billable)													0
Interstate	551	603	445	628	565	415	480	269	322	259	283	320	5,140
Interstate Toll-Free	1,277	1,309	1,041	893	728	698	625	591	549	597	578	614	9,499
International	3	7	16	27	123	39	64	32	26	30	6	17	390
Interstate DA	9	18	1	5	4	1	1	3	12	9	4	5	72
900 Pay Per Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Busy Ring/No Ans	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate Busy Ring/No Ans	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1,840	1,937	1,503	1,553	1,420	1,153	1,170	895	909	895	871	956	15,101
Total Relay Calls	10,864	11,103	9,877	10,715	11,003	9,048	8,518	7,616	8,596	8,885	8,132	7,973	112,330
(Account Summary and Traffic Patterns)													AVG.
Average Length of Call (Mins.)	4.07	4.13	4.25	3.92	3.14	4.05	4.29	4.20	4.08	4.00	3.99	4.41	4.01
													TOTAL
Total # of Calls	57,041	57,807	57,619	69,696	71,936	58,975	56,149	49,248	51,400	54,025	54,282	53,825	692,003
Total # of Inbound Calls	53,009	53,859	53,834	65,693	67,745	55,300	52,742	46,108	48,011	50,443	51,580	50,959	649,283
Total # of Outbound Calls	12,708	13,243	12,222	13,510	14,819	11,130	10,323	9,389	10,290	10,571	9,739	9,557	137,501
Total Completed Calls	10,864	11,103	9,877	10,715	11,003	9,048	8,518	7,616	8,596	8,885	8,132	7,973	112,330
NUMBER OF CALLS TO RELAY (DELAYED CALL REPORT)													
Offered	53,897	54,833	55,093	67,815	68,648	55,430	52,891	46,004	47,963	50,517	51,883	52,180	657,154
Answered	51,745	52,823	53,040	64,789	66,983	54,295	52,066	45,300	47,195	49,560	50,831	50,016	638,643
In Queue	53,897	54,833	55,093	67,815	68,648	55,430	52,891	46,004	47,963	50,517	51,883	52,180	657,154
Abandoned in Queue	2,152	2,010	2,053	3,026	1,665	1,135	825	704	768	957	1,052	2,164	18,511
SPEED OF ANSWER (ASA and SVL)													AVG.
Service Level	93%	93%	92%	91%	94%	96%	98%	98%	98%	98%	97%	94%	95.2%
Monthly Avg.	2.0	2.2	2.5	4.0	2.0	1.3	0.8	0.6	0.7	0.7	0.9	3.3	1.75
CUSTOMER CONTACTS - TRS													TOTAL
Complaints	1	0	0	0	2	1	0	0	0	2	1	1	8
Commendations	1	0	0	2	3	0	5	1	1	0	0	0	13
Inquiries/Other	124	127	96	114	124	150	120	121	154	123	152	166	1,571
Total	126	127	96	116	129	151	125	122	155	125	153	167	1,592

TRS STATISTICS (SPANISH)

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
TTY- Baudot													
Number of Outbound Calls	167	160	183	173	137	153	178	108	124	89	100	115	1,687
Minutes of Service	781	486	842	609	478	592	485	280	508	292	334	458	6,145
Inbound Calls	289	224	255	227	237	235	291	235	235	263	210	222	2,923
% of Total Calls	14.14%	19.05%	15.53%	17.40%	11.32%	16.28%	15.71%	9.73%	12.29%	10.34%	51.28%	47.72%	15.49%
Average Length of Calls	4.68	3.04	4.60	3.52	3.49	3.87	2.72	2.59	4.10	3.28	3.34	3.98	3.64
Turbo Code													
Number of Outbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Minutes of Service	0	0	0	0	0	0	0	0	0	0	0	0	0
Inbound Calls	0	1	0	1	0	1	0	0	2	1	0	1	7
% of Total Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Average Length of Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ASCII													
Number of Outbound Calls	1	2	1	2	3	3	2	3	1	2	0	0	20
Minutes of Service	4	11	6	10	19	17	12	19	6	12	0	0	116
Inbound Calls	1	2	1	2	3	3	2	3	2	2	2	0	23
% of Total Calls	0.08%	0.24%	0.08%	0.20%	0.25%	0.32%	0.18%	0.27%	0.10%	0.23%	0.00%	0.00%	0.18%
Average Length of Calls	4.00	5.50	6.00	5.00	6.33	5.67	6.00	6.33	6.00	6.00	0.00	0.00	5.80
Voice													
Number of Outbound Calls	99	95	108	117	134	121	81	87	84	77	76	65	1,144
Minutes of Service	130	94	126	58	118	115	113	83	84	110	90	44	1,165
Inbound Calls	1,937	1,876	1,710	2,105	2,569	2,456	2,509	2,205	2,005	1,738	1,693	1,950	24,753
% of Total Calls	8.38%	11.31%	9.17%	11.77%	11.07%	12.87%	7.15%	7.84%	8.33%	8.94%	38.97%	26.97%	10.50%
Average Length of Calls	1.31	0.99	1.17	0.50	0.88	0.95	1.40	0.95	1.00	1.43	1.18	0.68	1.02
VCO													
Number of Outbound Calls	914	583	886	702	936	663	872	912	800	693	19	61	8,041
Minutes of Service	1,543	1,061	1,764	1,285	1,496	770	1,321	1,715	1,282	1,126	31	145	13,539
Inbound Calls	672	547	402	388	456	360	501	378	433	728	17	52	4,934
% of Total Calls	77.39%	69.40%	75.21%	70.62%	77.36%	70.53%	76.96%	82.16%	79.29%	80.49%	9.74%	25.31%	73.82%
Average Length of Calls	1.69	1.82	1.99	1.83	1.60	1.16	1.51	1.88	1.60	1.62	1.63	2.38	1.68
HCO													
Number of Outbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Minutes of Service	0	0	0	0	0	0	0	0	0	0	0	0	0
Inbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
% of Total Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Average Length of Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deaf Blind Using ASCII													
Number of Outbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Minutes of Service	0	0	0	0	0	0	0	0	0	0	0	0	0
Inbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
% of Total Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Average Length of Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deaf Blind Using Baudot													
Number of Outbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Minutes of Service	0	0	0	0	0	0	0	0	0	0	0	0	0
Inbound Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
% of Total Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Average Length of Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
Total													
Number of Outbound Calls	1,181	840	1,178	994	1,210	940	1,133	1,110	1,009	861	195	241	10,892
Minutes of Service	2,458	1,652	2,738	1,962	2,111	1,494	1,931	2,097	1,880	1,540	455	647	20,965
Inbound Calls	2,899	2,650	2,368	2,723	3,265	3,055	3,303	2,821	2,677	2,732	1,922	2,225	32,640

STS STATISTICS

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
Total Conversation Min	242	928	556	786	690	456	658	596	939	559	593	599	7,602
Less: Interstate	0	18	28	104	31	19	0	1	0	19	4	6	230
International	0	0	0	6	0	0	0	0	0	0	0	0	6
Toll-Free (51%)	59	312	242	216	202	69	214	145	300	135	189	157	2,240
Interstate DA	0	0	0	0	0	0	0	0	0	0	0	0	0
900 Conversation (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Test Calls Conv. Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billable Speech-to-Speech	183	598	286	460	457	368	444	450	639	405	400	436	5,126

CAPTEL STATISTICS

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	AVG.	TOTAL
Billable Minutes	77,139	82,458	78,243	80,888	78,648	74,089	77,281	75,536	77,674	73,904	70,510	78,046	77,035	924,416
CapTel Traffic Patterns														
Data In	28,519	29,444	27,850	29,293	27,131	24,921	26,212	25,353	26,908	25,191	24,027	27,026	26,823	321,875
Voice In	7,901	8,034	7,646	7,854	7,403	7,117	7,723	6,956	7,460	6,743	6,745	7,039	7,385	88,621
Total Calls	36,420	37,478	35,496	37,147	34,534	32,038	33,935	32,309	34,368	31,934	30,772	34,065	34,208	410,496
Number of Calls by each Traffic Pattern														
900	5	0	2	2	5	3	1	4	1	3	0	2	2	28
Answering Machine	132	145	106	129	148	104	129	98	105	115	100	123	120	1,434
General Assistance	5,319	5,668	5,500	5,154	5,180	4,671	5,236	4,666	5,352	5,034	4,267	5,352	5,117	61,399
2-Line	3,174	3,190	2,897	3,064	2,910	2,919	3,351	2,798	3,098	2,876	2,629	3,166	3,006	36,072
International	25	35	23	20	29	15	35	11	8	10	34	24	22	269
Inter-state	1,567	1,495	1,383	1,477	1,222	1,329	1,263	1,178	1,342	1,103	953	1,138	1,288	15,450
Intra-state	23,484	24,183	23,207	24,698	22,688	20,794	21,797	21,360	22,196	20,681	20,650	21,960	22,308	267,698
Others	500	595	537	727	671	583	540	510	461	251	280	354	501	6,009
Toll-Free	2,214	2,167	1,841	1,876	1,681	1,620	1,583	1,684	1,805	1,861	1,859	1,946	1,845	22,137
Total Calls	36,420	37,478	35,496	37,147	34,534	32,038	33,935	32,309	34,368	31,934	30,772	34,065	34,208	410,496
Total Conversation Minutes														
900	0	0.00	0.22	0.00	0.00	0.42	0.00	0.62	0.00	0.00	0.00	0.27	0.13	1.53
Answering Machine	139	146	124	124	160	101	120	90	114	131	110	132	124	1,490
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2 Line	7,420	7,800	6,776	7,727	7,159	6,617	8,129	7,114	7,011	6,139	5,931	7,099	7,077	84,921
International	45	77	79	52	56	45	55	1	0	2	69	54	45	535
Inter-state	7,614	7,031	6,272	6,511	6,459	7,291	7,304	6,253	5,858	5,328	5,606	5,801	6,444	77,327
Intra-state	64,692	69,431	65,999	67,917	66,514	62,904	64,294	64,371	66,275	62,550	60,582	66,598	65,177	782,127
Others	1,082	1,001	1,078	1,131	1,172	1,076	1,032	669	728	519	361	645	874	10,493
Toll-Free	9,434	10,079	10,228	9,876	9,042	8,406	9,389	8,316	8,812	10,693	8,527	8,883	9,307	111,685
Total Conversation Min	90,425	95,564	90,555	93,338	90,563	86,440	90,323	86,813	88,797	85,363	81,186	89,213	89,048	
AVG Conversation Min.	2.48	2.55	2.55	2.51	2.62	2.70	2.66	2.69	2.58	2.67	2.64	2.62	2.61	
ESN Count	729	712	700	701	670	653	675	645	656	632	638	608	668	8,019
Highest User Conv. Time	1,394	3,038	1,247	1,245	1,501	1,537	1,533	1,368	1,636	1,992	2,032	2,073	1,716	20,596
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inbound Calls	36,476	37,626	35,610	37,305	34,657	32,119	34,049	32,420	34,509	32,049	30,869	34,150	34,320	411,839
Abandoned Calls	56	148	114	158	123	81	114	111	141	115	97	85	112	1,343
Answered Calls	36,420	37,478	35,496	37,147	34,534	32,038	33,935	32,309	34,368	31,934	30,772	34,065	34,208	410,496
GA Calls	5,319	5,668	5,500	5,154	5,180	4,671	5,236	4,666	5,352	5,034	4,267	5,352	5,117	61,399
Completed Calls	27,206	27,825	26,010	27,895	25,552	23,794	24,969	24,111	25,119	23,267	23,196	24,740	25,307	303,684
Busy/NA Calls	3,895	3,985	3,986	4,098	3,802	3,573	3,730	3,532	3,897	3,633	3,309	3,973	3,784	45,413
Ave Ans Sec	0.56	0.64	0.66	0.67	0.61	0.58	0.57	0.64	0.65	0.72	0.62	0.72	0.64	7.64
% Ans in 10 Sec w/Aban	99.32%	98.58%	98.86%	98.60%	98.93%	99.24%	99.16%	98.92%	98.64%	98.65%	99.08%	98.83%	98.90%	
% in 10 Sec no Aban	99.47%	98.97%	99.17%	99.01%	99.28%	99.49%	99.49%	99.26%	99.04%	99.00%	99.39%	99.07%	99.22%	
Ave Queue Seconds	0.58	0.72	0.71	0.77	0.69	0.65	0.68	0.73	0.74	0.81	0.69	0.74	0.71	
Conv Minutes	90,424.87	95,563.51	90,555.19	93,338.02	90,562.70	86,439.98	90,322.73	86,813.40	88,797.47	85,362.93	81,185.63	89,213.36	89,048	1,068,580
Session Minutes	104,458.56	109,850.60	104,213.24	107,666.17	103,976.03	98,841.10	103,202.46	99,401.48	102,345.05	97,951.99	93,222.71	102,429.11	102,297	1,227,559
Customer Contacts														
Complaints	0	0	0	0	1	0	0	0	1	0	0		0	2
Commendations	1	1	1	3	0	0	1	0	0	1	0		1	8
Inquiries	40	26	19	17	17	26	28	14	21	25	10		22	243

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	AVG.	TOTAL
Distribution														
Inter-state Billable Min	7,614	7,031	6,272	6,511	6,459	7,291	7,304	6,253	5,858	5,328	5,606	5,801	6,444	77,328
Less Toll Free (51%)	4,811	5,140	5,216	5,037	4,612	4,287	4,789	4,241	4,494	5,454	4,349	4,531	4,747	56,961
Less Two Line Session Min (11%)	816	858	745	850	788	728	894	783	771	675	652	781	778	9,341
Less International	45	77	79	52	56	45	55	0	0	2	69	54	45	534
Less 900 (51%)	0.00	0.00	0.00	0.00	0.00	0.21	0.00	0	0.00	0	0	0.00	0.02	0.21
Billable to Texas	77,139	82,458	78,243	80,888	78,648	74,089	77,281	75,536	77,674	73,904	70,510	78,046	77,035	924,416
TRS Fund Minutes	13,286	13,106	12,312	12,450	11,915	12,351	13,042	11,277	11,123	11,459	10,676	11,167	12,014	144,164

Publication Services provided by



T.S. WRITING SERVICES, LLC



COMMUNICATION SOLUTIONS

for people who are deaf, hard-of-hearing,
deaf-blind, or have a speech disability



Relay Texas provides telephone interpreting service between individuals who can hear and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

- Free service that lets you communicate with standard telephone users through specially trained relay agents
- Make calls worldwide, 24 hours a day, 365 days a year
- No restrictions on the number, length, or type of calls
- All calls are confidential and no records of any conversations are maintained



TTY

7-1-1 or 1-800-735-2989

Voice

7-1-1 or 1-800-735-2988

ASCII

1-800-735-2991

Voice Carry-Over (VCO)

1-877-826-1789

Hearing Carry-Over (HCO)

1-800-735-2989

Speech-to-Speech (STS)

1-877-826-6607

**Severely Hearing Impaired
with Visual Impairment**

1-877-826-9348

Spanish Speaking Users

7-1-1 or 1-800-662-4954

Internet Relay

www.sprintip.com

Video Relay

www.sprintvrs.com

Customer Service

1-800-676-3777 English

1-800-676-4290 Spanish

Please visit the Relay Texas website for more information about products and services: www.relaytexas.com

Dial 7-1-1 or 1-800-735-2989 (TTY)
or 1-800-735-2988 (Voice)

TTY to Voice/Voice to TTY

A TTY User dials Relay Texas and types his/her conversation to a relay agent (RA) who then reads the typed message to a Voice User (hearing person). The RA relays the hearing person's spoken words by typing them back to the TTY User.

A hearing person can also initiate a relay call.

- 1 TTY User dials the Relay Texas number to connect and types his/her message.



- 2 RA reads and voices the typed message to the other party.



- 4 RA listens and types the spoken reply to the TTY user.

- 3 Other party listens and then voices his/her reply.

Dial 1-877-826-1789

Voice Carry-Over (VCO)

Voice Carry-Over (VCO) allows deaf or hard-of-hearing people who prefer to use their own voice to speak directly to the party they are calling. The RA will type the voice responses back to the VCO User who reads the typed message across the TTY screen.

1 VCO User speaks.



5 VCO User reads the typed response.



4 RA listens and types the other party's response to the VCO User.

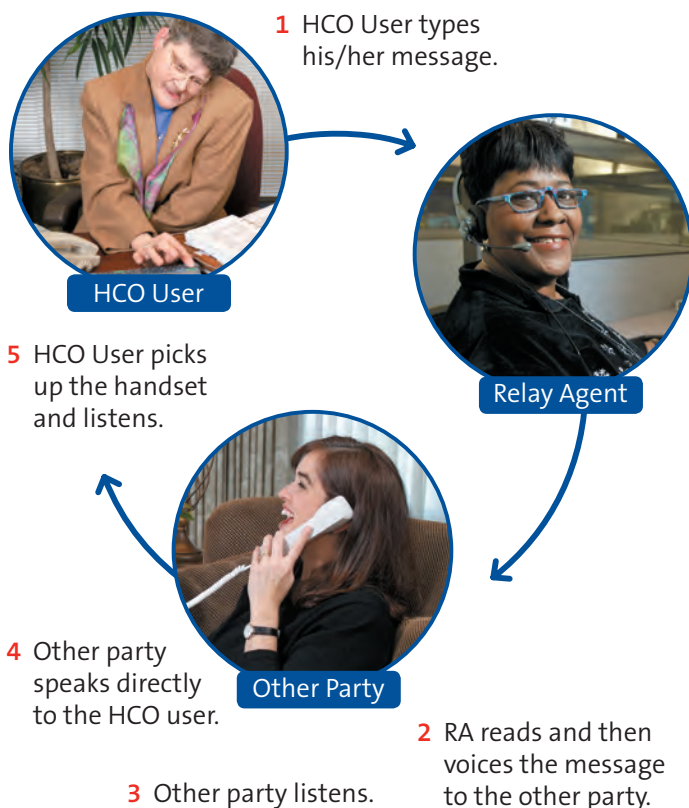
2 Other party listens.

3 Other party voices his/her response.

Dial 1-800-RELAY-TX (800-735-2989)

Hearing Carry-Over (HCO)

Hearing Carry-Over (HCO) allows people who have a speech disability to use their hearing abilities to listen directly to their party. The RA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without RA interaction.



Dial 1-877-826-6607

Speech-to-Speech (STS)

A person with a speech disability can use his/her own voice or voice synthesizer over the phone. Specially-trained relay agents serve as the speech-disabled user's voice and repeat his/her responses, when necessary, to the other party, ensuring that speech-disabled users will be heard and understood.

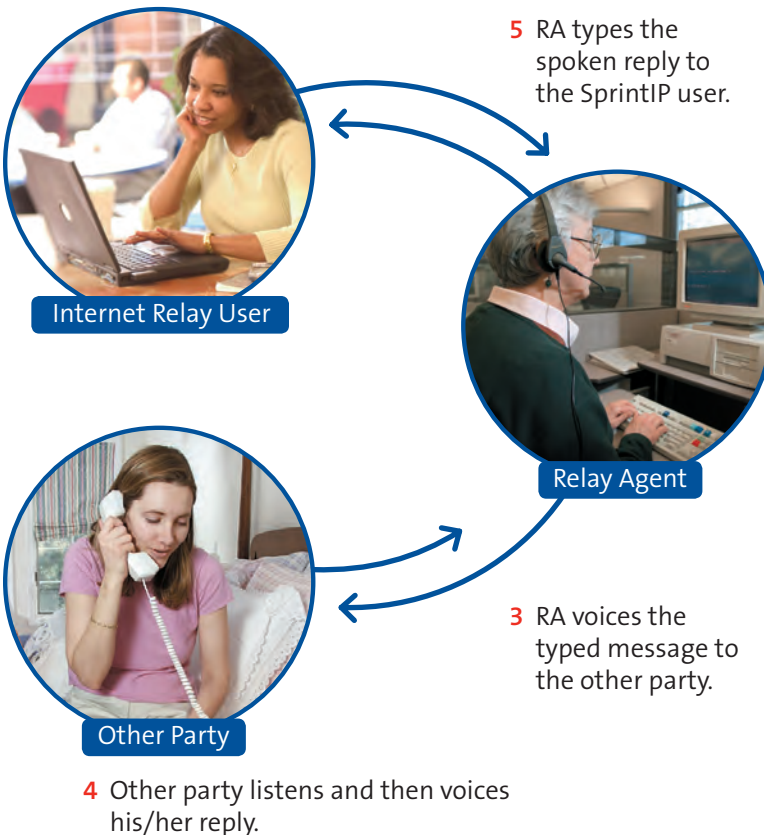


Links to Internet Relay providers available at:
www.puc.texas.gov

Internet Relay

Computer users can also reach relay services by simply connecting to an Internet relay service website; no special modem and software are needed. After connecting, you will be given instructions on how to complete your call.

- 1 Internet Relay user goes to website and enters the other party's phone number and connects to an RA.
- 2 Internet Relay user types his/her message to the other party.



Links to VRS providers available at:
www.puc.texas.gov

Video Relay Service (VRS)

Video Relay Service (VRS) enables deaf or hard-of-hearing persons who sign to communicate with voice telephone users (hearing persons) through video conference equipment (web cameras or video phone products). A voice telephone user can also initiate a VRS call by calling a VRS center, usually through a toll-free number.

- 1 VRS user goes to VRS website and gives the VI the other party's phone number.
- 2 The VI places the call and voices everything the VRS user signs to the other party.



Video Relay User



Video Interpreter (VI)



Other Party

- 3 Other party listens and then voices his/her reply.
- 4 The VI signs the spoken reply to the VRS user.

Other Relay Features

Spanish Speaking Users

Spanish-speaking callers can directly connect to a Spanish-speaking relay agent by dialing **1-800-662-4954**. Relay Texas also provides Spanish translation relay agents. The service provides Spanish-to-Spanish as well as to Spanish-to-English translations.

International Calls

You may place and receive calls to and from anywhere in the world through Relay Texas. Callers originating from a country outside the U.S. can access Relay Texas by calling **1-605-224-1837**.

Blind or Visually Impaired Callers


Dial **1-877-826-9348** to use the reduced typing speed feature. During these calls the message will come across the users TTY or Braille TTY at the rate of 15 words per minute. The user can increase or decrease the rate in increments of 5 words per minute.

One-Line Answering Machine Retrieval (AMR)

One-Line answering machine retrieval allows Relay Texas users who have an answering machine with both TTY and voice messaging capability to ask the agent to retrieve the voice portion of any message from the answering machine.

900 Calls

900 calls require special billing and authorization because some people block such calls from being made from their phone. Relay users wanting to make a 900 call must first call a 900 relay number to determine whether or not the phone being used is currently blocked. If a connection is made, the



call will be handled like a regular relay call. Note: although there is no charge for the first call placed to the 900 relay number (1-900-230-2303), there will be charges billed to the caller for subsequent 900 calls made.

Emergency Calls

In case of emergency, TTY users should always dial 911. Calls placed directly to 911 can save valuable time in urgent situations. However, if you place an emergency call to Relay Texas, the agent will process the call as an emergency relay call and may take over to ensure that the communication is carried out between an emergency dispatcher and TTY user. The relay agent will not disconnect until advised by the emergency dispatcher.

Directory Assistance

If a TTY user makes a directory assistance (DA) request, the relay agent will connect to a DA operator. After obtaining the number, the caller may choose to place the call through relay or direct dial TTY to TTY.

Customer Database Profile

This feature helps you to make relay calls more easily and tailor your preferences to your specific needs. This database stores information that will help agents automatically identify your calling preferences while setting up your call. You can add 10 frequently-dialed numbers to the customer database or make special notes regarding your relay call preferences (such as designating a long distance carrier), allowing your calls to be processed faster and more efficiently. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you may have.

Federal Relay Service

Federal Relay is available to all Federal employees (active and retired), Veterans, and U.S. Tribal Members who are Deaf, hard-of-hearing, deaf-blind, or have speech disabilities equal communication access. Federal Relay broadens employment and advancement opportunities for individual with disabilities.

Federal Relay is accessible domestically from work or home within fifty states, U.S. Territories/Possessions, Guam, Puerto Rico, the U.S. Virgin Islands, the Northern Marianas, and the District of Columbia. There is no cost for the end-user to use Federal Relay and no long distance charge for calls made anywhere in the United States.

Type of services available through Federal Relay:

- Federal TTY
- Federal Voice Carry Over (VCO)
- Federal Hearing Carry Over (HCO)
- Federal Video Relay Service (VRS)
- Federal Relay Online (Internet Based Relay Service)
- Federal CapTel (Captioned Telephone)
- Federal Relay Conference Captioning (www.fedrcc.us)

For more information, visit www.federalrelay.us.

Relay Texas Administrator

Phone 512-936-7425 (Voice)

Email jay.stone@puc.texas.gov

1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

www.relaytexas.com





SOLUCIONES DE COMUNICACIÓN

Para personas sordas, con dificultades de audición, sordos-ciegos, o que tienen una discapacidad del habla

Relay Texas proporciona servicio de interpretación telefónica entre personas que pueden oír y aquellos que son sordos, sordo parciales, sordos-ciegos o con impedimentos del habla.

- Servicio gratuito que le permite comunicarse con usuarios de teléfono estándar a través de operadores con entrenamiento especializado
- Hacer llamadas en todo el mundo, las 24 horas del día, los 365 días del año
- No hay restricciones sobre el número, duración, o tipo de llamadas
- Todas las llamadas son confidenciales y no se mantienen registros de ninguna conversación

TTY (Teletexto)

7-1-1 o 1-800-735-2989

Voz

7-1-1 o 1-800-735-2988

ASCII

1-800-735-2991

Traspaso de Voz (VCO)

1-877-826-1789

Traspaso de Audición (HCO)

1-800-735-2989

Voz-a-Voz (STS)

1-877-826-6607

Ciegos o Personas con Deficiencias Visuales

1-877-826-9348

Usuarios de Español

7-1-1 o 1-800-662-4954

Relevo por Internet

www.sprintip.com

Relevo por Video

www.sprintvrs.com

Servicio al Cliente

1-800-676-3777 Inglés

1-800-676-4290 Español

Por favor visite la página de Internet de Relay Texas para más información sobre productos y servicios en:

www.relaytexas.com

Marque 7-1-1

o 1-800-735-2989 (TTY)

o 1-800-735-2988 (Voz)

TTY a Voz/Voz a TTY

Un usuario de TTY marca a Relay Texas y escribe su conversación al Operador que a continuación, lee el mensaje escrito al Usuario de Voz (persona oyente). El Operador escribe las palabras habladas de la persona oyente y las retransmite por maquina al Usuario de TTY.

- 1 Usuario de TTY marca el número de Relay Texas para conectar y escribir su mensaje.



Usuario de TTY

- 2 Operador(a) lee con su voz el mensaje escrito a la otra persona.



Operador(a)



La otra persona

- 3 La otra persona escucha y luego habla su respuesta.

- 4 Operador(a) escucha y escribe la respuesta hablada al Usuario de TTY.

Traspase de Voz (VCO)

Traspase de Voz (VCO) permite a personas sordas y personas con dificultades de audición, que prefieren utilizar su propia voz, hablar directamente con la persona a quien llaman. El operador escribirá las respuestas habladas de la otra persona al Usuario de Traspase de Voz (VCO) quien leerá el mensaje en su pantalla de TTY.

1 Usuario de VCO habla.



Usuario de VCO

5 Usuario de VCO lee la Respuesta en su pantalla.



Operador(a)



La otra persona

2 La otra persona escucha.

3 La otra persona habla sus respuestas.

4 Operador(a) escucha y escribe la respuesta de la otra persona al Usuario de VCO.

Traspase de Audición (HCO)

Traspase de Audición (HCO) permite a las personas que tienen discapacidad del habla utilizar su capacidad auditiva para escuchar directamente a la persona que llama. El operador(a) lee en voz las respuestas escritas por el usuario de Traspase de Audición (HCO) a la persona oyente. La persona oyente luego habla directamente con el usuario de Traspase de Audición (HCO) sin intervención del operador(a).



Marque 1-877-826-6607

Voz-a-Voz (STS)

Una persona con discapacidad del habla puede usar su propia voz o sintetizador de voz por teléfono. Operadores con entrenamiento especializado sirven como la voz del usuario con discapacidad del habla y repiten sus respuestas, cuando sea necesario, a la otra persona, asegurando que la persona con discapacidad del habla sea escuchada y entendida.



Relevo por Internet

Los usuarios de computadoras también pueden acceder los servicios de Relevo por Internet mediante una simple conexión a un sitio de Web; ningún modem o software especial es necesario. Después de conectar, se le dará instrucciones sobre como completar su llamada.

- 1 Usuario de Relevo por Internet va al sitio de Web e introduce el número telefónico de la otra persona y conecta con un operador.
- 2 Usuario de Relevo por Internet escribe su mensaje a la otra persona.
- 3 Operador(a) lee en su voz el mensaje escrito a la otra persona.



Usuario de Relevo por Internet



Operador(a)



La otra persona

- 4 La otra persona escucha y da su respuesta.
- 5 Operador(a) escribe la respuesta hablada al Usuario de SprintIP.

Servicio de Relevo por Video (VRS)

Servicio de Relevo por Video (VRS) permite a las personas sordas o con problemas de audición que usan el lenguaje de señas comunicarse con usuarios de teléfonos de voz (personas oyentes) por medio de equipo de videoconferencia (cámaras Web o productos de video de teléfono). Un usuario de teléfono de voz también puede iniciar una llamada de VRS llamando al centro de VRS, por lo general a través de un número gratuito.

- 1 Usuario de VRS va al sitio de Web y le da al Intérprete (VI) el número telefónico de la otra persona.



Usuario de Relevo por Video

- 2 Intérprete (VI) hace la llamada y interpreta con su voz todas las señas del Usuario de VRS a la otra persona



Intérprete de Video (VI)



La otra persona

- 3 La otra persona escucha y da su respuesta.

- 4 Intérprete (VI) comunica la respuesta hablada al Usuario de VRS.

Otros Servicios de Relevo

Usuarios de Español

Usuarios de español pueden conectar directamente con un operador en español marcando al **1-800-662-4954**. Relay Texas también ofrece servicio de operadores traductores en español. Este servicio provee servicio de español a español así como traducciones de español a inglés.

Llamadas Internacionales

Usted puede realizar y recibir llamadas hacia y desde cualquier lugar del mundo a través de Relay Texas. Llamadas que se originan de un país fuera de los Estados Unidos pueden tener acceso a Relay Texas llamando al **1-605-224-1837**.

Ciegos o Personas con Deficiencias Visuales

Marque **1-877-826-9348** para activar la función de la escritura a velocidad reducida. Durante estas llamadas el mensaje se transmitirá al Usuario de Braille TTY a una velocidad de 15 palabras por minuto. El usuario puede aumentar o disminuir la velocidad en incrementos de 5 palabras por minuto.

Recuperación de Mensajes de Contestador Automático de Una Línea (AMR)

Recuperación de mensajes de una línea permite a usuarios de Relay Texas que tienen un contestador automático con ambos TTY y mensajería de voz, la capacidad de pedirle a un operador que recupere los mensajes de voz del contestador automático.

Llamadas a números 900

Llamadas a números 900 requieren facturación especial y autorización por que algunas personas bloquean las llamadas que se realicen desde su teléfono. Usuarios de relevo que desean realizar una llamada de 900 primero deben llamar a un número 900 de

relevo para determinar si el teléfono que están utilizando actualmente se encuentra bloqueado. Si se realiza una conexión, la llamada se maneja como una llamada de relevo regular.

Nota: aunque no hay cargo por marcar al número 900 de relevo (1-900-230-2303), habrá cargos facturados a la persona por realizar llamadas a números 900 posteriores.

Llamadas a Servicios de Emergencia

En caso de emergencia, los usuarios de TTY siempre deben llamar al 911. Las llamadas efectuadas directamente al 911 pueden ahorrar tiempo valioso en situaciones urgentes. Sin embargo, si actualiza una llamada de emergencia a Relay Texas, el operador procesará la llamada como una llamada de emergencia por relevo y puede hacerse cargo para asegurar que la comunicación se realice entre el despachador de emergencia y el Usuario de TTY. El operador de relevo no se desconectará hasta que sea notificado por el despachador de emergencia.

Asistencia de Directorio Telefónico

Si un Usuario de TTY desea hacer una llamada a asistencia de directorio telefónico (DA), el operador de relevo se conectará a un operador de DA. Después de obtener el número, la persona que llama puede elegir hacer la llamada a través del relevo o marcar la línea directa de TTY a TTY.

Perfil de Datos del Cliente

Esta característica le ayuda a realizar llamadas de relevo con más facilidad y adaptar sus preferencias a sus necesidades específicas. Esta base de datos almacena información que ayudara a los operadores a identificar automáticamente sus preferencias para hacer sus llamadas. Puede añadir 10 números de marcación frecuente para la base de datos de clientes o hacer notas especiales con respeto a sus preferencias de llamada (como la designación

de un proveedor de larga distancia), permitiendo que sus llamadas sean procesadas mas rápidas y mas eficientemente. El Servicio al Cliente de Sprint Relay puede configurar su perfil mientras usted esta en el teléfono o enviarle un formulario para completarlo, así como responderle a cualquier pregunta que pueda tener.

Servicio Federal de Relevó

Federal Relay esta disponible para todos los Empleados Federales (activos y retirados), Veteranos, y Miembros de Tribus de EE.UU. quienes son sordos, sordo parciales, ciegos-sordos, o tienen discapacidad del habla para que tengan acceso igual a la comunicación. Federal Relay ayuda ampliar las oportunidades de empleo y la promoción de personas con discapacidades.

Federal Relay es accesible para hacer llamadas nacionales desde el trabajo o casa dentro de los cincuenta estados, territorios de los EE.UU. / Posesiones, Guam, Puerto Rico, Islas Vírgenes de los EE.UU., las Islas Marianas del Norte, y el Distrito de Colombia. No hay ningún costo para el usuario final para usar Federal Relay y no hay ningún cobro por realizar llamadas en cualquier parte de los Estados Unidos.

Tipos de servicios disponibles a través de Federal Relay:

- Federal Relay TTY
- Federal Relay Traspase de Voz (VCO)
- Federal Relay Traspase de Audición (HCO)
- Federal Video Relay Service (VRS)
- Federal Relay Online (Relevo por Internet)
- Federal CapTel (Teléfono con Subtítulos)
- Federal Relay Conferencias con Subtítulos (www.fedrcc.us)

Para mas información visite **www.federalrelay.us**.

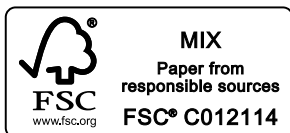
Administrador de Relay Texas

Tel. 512-936-7425

Correo Electrónico Jay.Stone@puc.texas.gov

1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

www.relaytexas.com





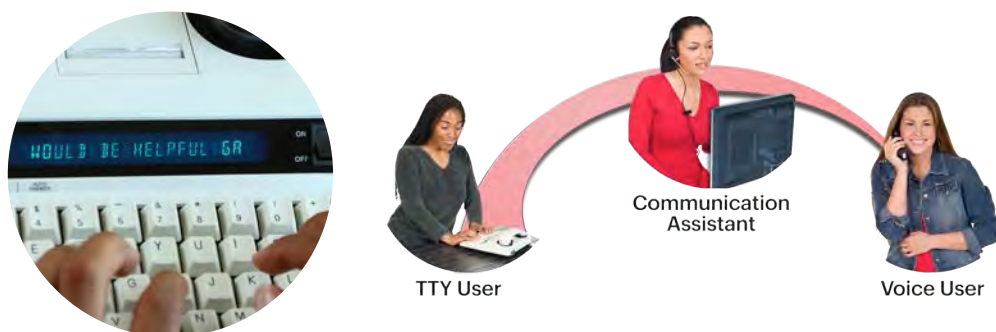
WHAT IS 711?



When you dial **711** you will be connected to Relay Texas, a telephone service for people with hearing or speech loss.

Placing Relay Texas Telephone Calls

- Dial **711**.
- Provide the 10-digit telephone number of the person or business you want to call to the Relay Texas Communication Assistant (CA). (Relay Texas is a free telephone service for local calls. Long distance charges may apply.)



DON'T HANG UP!

Receiving Relay Texas Telephone Calls

If a person calls you using Relay Texas, when you answer your phone you will hear "Hello, a person is calling you through Relay Texas. This is CA # XXXX. Have you received a relay call before?"

- If you are unfamiliar with Relay Texas say "No" and the CA will explain how relay works. You may only speak directly to the CA at this time. Throughout the remaining duration of the call, only speak directly to the person calling, not the CA.
- If you are familiar with receiving a relay call, say "Yes" and your call will begin.

Tips for Placing Relay Texas Calls

- Each time you finish speaking say, "Go Ahead, or "GA" so that the Relay Texas user will know that it is their turn to respond back to you.
- When you are ready to complete the call and hang up say, "SK" to notify the user that you are ending the call.

Hearing Loss?

RELAYTEXAS.COM

Relay Texas is a service brought to you by the Public Utility Commission of Texas.



¿Qué es 711?



Cuando usted marca al **711** será conectado a Relay Texas, un servicio de teléfono para personas con pérdidas auditivas.

Haciendo Llamadas a Través de Relay Texas

- Marque **711**.
- Proporcione el número de teléfono de 10 dígitos de la persona o lugar de negocio que desea llamar al Asistente de Comunicaciones (CA) de Relay Texas. (Relay Texas es un servicio telefónico gratuito para llamadas locales. Cargos de larga distancia pueden aplicarse.)



¡NO CUELGUE!

Recibiendo Llamadas a Través de Relay Texas

Si una persona le llama usando el servicio de Relay Texas, cuando usted conteste escuchara "Hola, una persona le está llamando a través de Relay Texas. Soy CA # XXXX. ¿Ha recibido este tipo de llamada?"

- Si no está familiarizado con Relay Texas diga "No" y el CA le explicara cómo funciona el servicio. Solo en ese momento podrá hablar directamente con el CA. Durante el resto de su llamada, solo hable directamente con la persona que le llamo, no el CA.
- Si usted está familiarizado con recibir llamadas de relevo, diga "Si" y su llamada empezará.

Consejos Para Llamada Usando Relay Texas

- Cada vez que termine de hablar diga, "Adelante o Go Ahead (GA)" para que el usuario de Relay Texas pueda saber que es su turno para responder.
- Cuando esté listo para concluir su llamada y colgar, diga "SK" para notificarle al usuario que está terminando la llamada.

¿Pérdida Auditiva?

RELAYTEXAS.COM

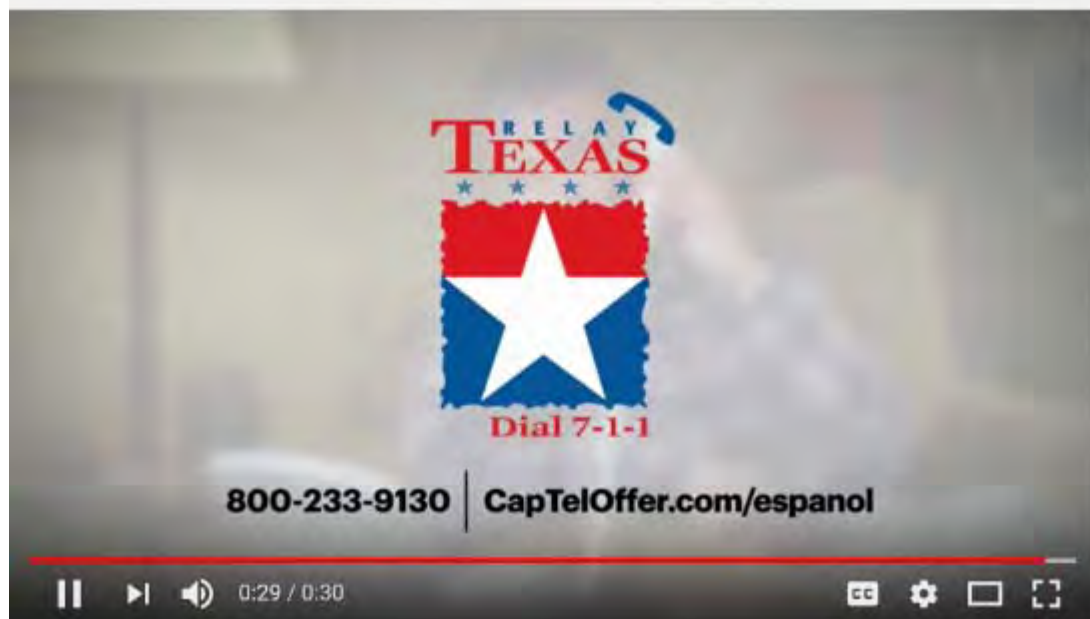
Relay Texas es un servicio proporcionado por el Comisión de Servicios Públicos de Texas (PUCT).


**HEARING
LOSS ?**


RELAYTEXAS.COM


**TELEPHONE
ACCESS !**





 Search

 En Español

 CapTel Texas



Traditional Relay + Internet Relay + Please Don't Hang Up Apply Now + FAQs + Support +





BE PART OF THE CONVERSATION




WE'RE HERE FOR YOU

Relay Texas is a service that provides telephone access for people with speech or hearing loss who

 Search

 In English

 CapTel Texas



Relay Tradicional + Relay por Internet + Por Favor, No Cuelgue Aplica ya + Preguntas Más Frecuentes + Apoyo +



SE PARTE DE LA CONVERSACIÓN



¿QUÉ ES RELAY TEXAS?

CHAPTER 1154

H.B. No. 174

AN ACT

relating to the provision and regulation of certain telecommunications services.

Be it enacted by the Legislature of the State of Texas:

SECTION 1. Subsection (c), Section 3, Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes), is amended to read as follows:

(c) The term "public utility" or "utility," when used in this Act, includes any person, corporation, river authority, cooperative corporation, or any combination thereof, other than a municipal corporation or a water supply or sewer service corporation, or their lessees, trustees, and receivers, now or hereafter owning or operating for compensation in this state equipment or facilities for:

(1) producing, generating, transmitting, distributing, selling, or furnishing electricity ("electric utilities" hereinafter) provided, however, that this definition shall not be construed to apply to or include a qualifying small power producer or qualifying cogenerator, as defined in Sections 3(17)(D) and 3(18)(C) of the Federal Power Act, as amended (16 U.S.C. Sections 796(17)(D) and 796(18)(C));

(2)(A) the conveyance, transmission, or reception of communications over a telephone system as a dominant carrier as hereinafter defined ("telecommunications utilities" hereinafter); provided that no person or corporation not otherwise a public utility within the meaning of this Act shall be deemed such solely because of the furnishing or furnishing and maintenance of a private system or the manufacture, distribution, installation, or maintenance of customer premise communications equipment and accessories; and provided further that nothing in this Act shall be construed to apply to telegraph services, television stations, radio stations, community antenna television services, or radio-telephone services that may be authorized under the Public Mobile Radio Services rules of the Federal Communications Commission, other than such radio-telephone services provided by wire-line telephone companies under the Domestic Public Land Mobile Radio Service and Rural Radio Service rules of the Federal Communications Commission; and provided further that interexchange telecommunications carriers (including resellers of interexchange telecommunications services), specialized communications common carriers, other resellers of communications, [and] other communications carriers who convey, transmit, or receive communications in whole or in part over a telephone system, and providers of operator services as defined in Section 18A(a) of this Act (except that subscribers to customer-owned pay telephone service shall not be deemed to be telecommunications utilities) who are not dominant carriers are also telecommunications utilities, but the commission's regulatory authority as to them is only as hereinafter defined;

(B) "dominant carrier" when used in this Act means (i) a provider of any particular communication service which is provided in whole or in part over a telephone system who as to such service has sufficient market power in a telecommunications market as determined by the commission to enable such provider to control prices in a manner adverse to the public interest for such service in such market; and (ii) any provider of local exchange telephone service within a certificated exchange area as to such service. A telecommunications market shall be statewide until January 1, 1985. After this date the commission may, if it determines that the public interest will be served, establish separate markets within the state. Prior to January 1, 1985, the commission shall hold such hearings and require such evidence as is necessary to carry out the public purpose of this Act and to determine the need and effect of establishing separate markets. Any such provider determined to be a dominant carrier as to a particular telecommunications service in a market shall not be presumed to be a dominant carrier of a different telecommunications service in that market.

(3) The term "public utility" or "utility" shall not include any person or corporation not otherwise a public utility that furnishes the services or commodity described in any

paragraph of this subsection only to itself, its employees, or tenants as an incident of such employee service or tenancy, when such service or commodity is not resold to or used by others. The term "electric utility" shall not include any person or corporation not otherwise a public utility that owns or operates in this state equipment or facilities for producing, generating, transmitting, distributing, selling, or furnishing electric energy to an electric utility, if the equipment or facilities are used primarily for the production and generation of electric energy for consumption by the person or corporation.

SECTION 2. Subsection (c), Section 18, Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes), is amended to read as follows:

(c) *Except as provided by Section 18A of this Act, the [The] commission shall only have the following jurisdiction over all [interexchange] telecommunications utilities [carriers (including resellers of interexchange telecommunications services), specialized communications common carriers, other resellers of communications, and other communications carriers who convey, transmit, or receive communications in whole or in part over a telephone system] who are not dominant carriers:*

- (1) to require registration as provided in Subsection (d) of this section;
- (2) to conduct such investigations as are necessary to determine the existence, impact, and scope of competition in the telecommunications industry, including identifying dominant carriers and defining the telecommunications market or markets, and in connection therewith may call and hold hearings, issue subpoenas to compel the attendance of witnesses and the production of papers and documents, and make findings of fact and decisions with respect to administering the provisions of this Act or the rules, orders, and other actions of the commission;
- (3) to require the filing of such reports as the commission may direct from time to time;
- (4) to require the maintenance of statewide average rates or prices of telecommunications service;
- (5) to require that every local exchange area have access to interexchange telecommunications service, except that an interexchange telecommunications carrier must be allowed to discontinue service to a local exchange area if comparable service is available in the area and the discontinuance is not contrary to the public interest. This section does not authorize the commission to require an interexchange telecommunications carrier that has not provided services to a local exchange area during the previous 12 months and that has never provided services to that same local exchange area for a cumulative period of one year at any time in the past to initiate services to that local exchange area; and
- (6) to require the quality of interexchange telecommunications service provided in each exchange to be adequate to protect the public interest and the interests of customers of that exchange if the commission determines that service to a local exchange has deteriorated to the point that long distance service is not reliable.

SECTION 3. The Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes) is amended by adding Section 18A to read as follows:

Sec. 18A. (a) In this section "operator service" means any service using live operator or automated operator functions for the handling of telephone service such as toll calling via collect, third number billing, and calling card services. Calls for which the called party has arranged to be billed (800 service) shall not be considered operator services.

(b) Prior to the connection of each call the operator service provider shall:

- (1) announce the provider's name; and*
- (2) quote, at the caller's request, the rate and any other fees or surcharges applicable to the call and charged by the provider.*

(c) An operator service provider shall furnish each entity with which it contracts to provide operator service a sticker, card, or other form of information approved by the commission for each telephone that has access to the service and is intended to be

utilized by the public, unless the owner of the telephone has received approval from the commission for an alternative form of information. The information must state the provider's name, that the operator service provider will provide rate information on the caller's request, that the caller will be informed how to access the local exchange carrier operator on request, and that any complaint about the service may be made to the provider or the commission at the designated telephone number. The operator service provider shall require by contract that the entity receiving the information display it on or near each of the telephones that has access to the service and is intended for use by the public.

(d) An operator service provider must, on request, inform the caller how to access the operator for the local exchange carrier serving the exchange from which the call is made. No charge shall be made for this information.

(e) The commission shall adopt rules requiring an operator service provider to include in its contract with each entity through which it provides operator service a requirement that the telephones subscribed to its services shall allow access to the local exchange carrier operator serving the exchange from which the call is made and to other telecommunications utilities; but in order to prevent fraudulent use of its services, an operator service provider and individual entities through which it provides operator services may block access if either obtains a waiver for this purpose from the commission or the Federal Communications Commission. The procedure and criteria for obtaining a waiver from the commission shall be set forth in the commission's rules.

(f) The commission shall promulgate rules consistent with the requirements of this section and any additional requirements deemed necessary to protect the public interest by January 1, 1990. All rules promulgated under this section shall be nondiscriminatory and designed to promote competition that facilitates consumer choice.

(g) The commission may investigate a complaint that it receives concerning operator services. If the commission determines that an operator service provider has violated, or is about to violate this section, the commission may, upon proper notice and evidentiary hearing, take action to stop, correct, or prevent the violation.

(h) This section applies only to a telecommunications utility that is not a dominant carrier. The commission is granted all necessary power and authority under this Act to promulgate rules and establish procedures for the purposes of enforcing and implementing this section.

SECTION 4. Article XIII, Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes), is amended by adding Section 93B to read as follows:

Sec. 93B. The amount a hotel or motel charges for a local telephone call, a credit card telephone call, a collect telephone call, or any other local telephone call for which assistance from the hotel or motel operator is not required may not exceed 50 cents.

SECTION 5. The Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes) is amended by adding Section 96A to read as follows:

Sec. 96A. (a) The commission shall adopt and enforce rules establishing a statewide telecommunications relay access service for the hearing-impaired and speech-impaired using specialized communications equipment such as telecommunications devices for the deaf (TDD) and operator translations. The purpose of this section is to provide for the uniform and coordinated provision of the service on a statewide basis by one telecommunications carrier.

(b) On or before January 1, 1990, the commission shall adopt rules establishing a statewide telecommunications relay access service for the hearing-impaired and speech-impaired with the following provisions:

(1) the service shall provide the hearing-impaired and speech-impaired with access to the telecommunications network in Texas equal to that provided other customers;

(2) the service shall begin on or before September 1, 1990;

- (3) the service shall consist of the following:
- (A) switching and transmission of the call;
 - (B) verbal and print translations by either live or automated means between hearing-impaired and speech-impaired individuals who use TDD equipment or similar automated devices and others who do not have such equipment; and
 - (C) other service enhancements proposed by the carrier and approved by the commission;
- (4) the calling or called party shall bear no charge for calls originating and terminating within the same local calling area;
- (5) the calling or called party shall bear one-half of the total charges established by contract with the commission for intrastate interexchange calls;
- (6) as specified in its contract with the commission, charges related to providing the service which are not borne by a calling or called party pursuant to Subdivisions (4) and (5) of this subsection shall be funded from the universal service fund;
- (7) local exchange carriers shall not impose interexchange carrier access charges on calls which make use of this service and which originate and terminate in the same local calling area;
- (8) local exchange carriers shall provide billing and collection services in support of this service at just and reasonable rates; and
- (9) if the commission orders a local exchange company to provide for a trial telecommunications relay access service for the hearing-impaired or speech-impaired, all pertinent costs and design information from this trial shall be available to the general public.
- (c) The commission shall allow telecommunications utilities to recover their universal service fund assessment related to this service through a surcharge which the utility may add to its customers' bills. The commission shall specify how the amount of the surcharge is to be determined by each utility. If a utility chooses to impose the surcharge, the bill shall list the surcharge as the "universal service fund surcharge."
- (d) For the purpose of funding the start-up costs of this service and for the first year of the service, the commission shall require that 55 percent of the funds shall come from local exchange carriers and that 45 percent of the funds shall come from all other telecommunications utilities. At the end of the first year of the service, the commission shall set the appropriate assessments for the funding of the service by all telecommunications utilities. In setting the appropriate assessments after the first year for funding of the service, the commission shall consider the aggregate calling pattern of the users of the service and all other factors found appropriate and in the public interest by the commission. The commission shall review the assessments annually and adjust the assessments as found appropriate hereunder.
- (e) On or before April 1, 1990, the commission shall select the telecommunications carrier which will provide the statewide telecommunications relay access service for the hearing-impaired and speech-impaired. In awarding the contract for this service, the commission shall make a written award of the contract to the offerer whose proposal is the most advantageous to the state, considering price, the interests of the hearing-impaired and speech-impaired community in having access to a high quality and technologically advanced telecommunications system, and all other factors listed in the commission's request for proposals. The commission shall consider each proposal in a manner that does not disclose the contents of the proposal to competing offerers. The commission's evaluation of the proposals shall include:
- (1) charges for the service;
 - (2) service enhancements proposed by the offerers;
 - (3) technological sophistication of the network proposed by the offerers; and
 - (4) the proposed commencement date for the service.
- (f) The telecommunications carrier providing the service shall be compensated for providing such service at rates, terms, and conditions established in its contract with

the commission. This compensation may include a return on the investment required to provide the service and compensation for unbillable and uncollectible calls placed through the service, provided that compensation for unbillable and uncollectible calls shall be subject to a reasonable limitation as determined by the commission.

(g) On or before September 15, 1989, the commission shall appoint an advisory committee to assist the commission in administering this section.

(1) The advisory committee shall be composed of:

(A) two deaf persons recommended by the Texas Association of the Deaf;

(B) one hearing-impaired person recommended by Self-Help for the Hard of Hearing;

(C) one hearing-impaired person recommended by the American Association of Retired Persons;

(D) one deaf and blind person recommended by the Texas Deaf/Blind Association;

(E) one speech-impaired person and one speech-impaired and hearing-impaired person recommended by the Coalition of Texans with Disabilities;

(F) two representatives of telecommunications utilities, one representing a nonlocal exchange utility and one representing a local exchange carrier, chosen from a list of candidates provided by the Texas Telephone Association;

(G) two persons, at least one of whom is deaf, with experience in providing relay services recommended by the Texas Commission for the Deaf; and

(H) two public members recommended by organizations representing consumers of telecommunications services.

(2) The commission shall appoint advisory committee members based on recommended lists of candidates submitted in accordance with Paragraph (F) of Subdivision (1) of this subsection.

(3) The advisory committee shall monitor the establishment, administration, and promotion of the statewide telecommunications relay access service and advise the commission in pursuing a service which meets the needs of the hearing-impaired and speech-impaired in communicating with other users of telecommunications services.

(4) The terms of office of each member of the advisory committee shall be two years. A member whose term has expired shall continue to serve until a qualified replacement is appointed.

(5) The members of the advisory committee shall serve without compensation but shall be entitled to reimbursement at rates established for state employees for travel and per diem incurred in the performance of their official duties.

(6) The commission shall reimburse members of the advisory committee in accordance with Subdivision (5) of this subsection and shall provide clerical and staff support to the advisory committee, including a secretary to record the committee meetings.

(7) The commission's costs associated with the advisory committee shall be reimbursed from the universal service fund.

SECTION 6. Subsection (a), Section 98, Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes), is amended to read as follows:

(a) The commission shall adopt and enforce rules requiring local exchange companies to establish a universal service fund to assist local exchange companies in providing basic local exchange service at reasonable rates in high cost rural areas, to reimburse local exchange companies for revenues lost as a result of providing tel-assistance service under this Act, to reimburse the telecommunications carrier providing the statewide telecommunications relay access service for the hearing-impaired and speech-impaired as authorized in Section 96A of this Act, and to reimburse the Texas Department of Human Services and the Public Utility Commission of Texas for costs incurred in implementing the provisions of this article.

SECTION 7. This Act takes effect September 1, 1989.

SECTION 8. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed by the House on May 11, 1989, by a non-record vote; and that the House concurred in Senate amendments to H.B. No. 174 on May 25, 1989, by a non-record vote; passed by the Senate, with amendments, on May 23, 1989, by a viva-voce vote.

Approved June 16, 1989.

Effective Sept. 1, 1989.

CHAPTER 1155

H.B. No. 306

AN ACT

relating to the prohibition of certain disbursements from a county fund to a person with an outstanding debt to the state or county.

Be it enacted by the Legislature of the State of Texas:

SECTION 1. Section 154.045, Local Government Code, is amended to read as follows:

Sec. 154.045. DISBURSEMENTS TO PERSON WITH OUTSTANDING DEBT PROHIBITED. If a notice of indebtedness has been filed with the county auditor evidencing the indebtedness of a person to the state, the county, or a salary fund, a warrant may not be drawn on a county ~~[salary]~~ fund in favor of the person, or an agent or assignee of the person, until *the person owing the debt is notified that the debt is outstanding and the debt is paid.*

SECTION 2. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed by the House on April 13, 1989, by a non-record vote; passed by the Senate on May 17, 1989, by the following vote: Yeas 31, Nays 0.

Approved June 16, 1989.

Effective Aug. 28, 1989, 90 days after date of adjournment.

CHAPTER 1156

H.B. No. 312

AN ACT

relating to the membership of the Texas Board of Licensure for Nursing Home Administrators.

Be it enacted by the Legislature of the State of Texas:

SECTION 1. Section 3(1), Texas Nursing Home Administrators Licensure Act (Article 4442d, Vernon's Texas Civil Statutes), is amended to read as follows:

(1) There is hereby created the Texas Board of Licensure for Nursing Home Administrators which shall consist of nine (9) members. The Commissioner of Human Services ~~[Resources for the State of Texas]~~, or his designee, ~~[and]~~ the Commissioner of Health ~~[of the Texas Department of Health]~~, or his designee, *and the Executive Director of the Texas Department on Aging, or his designee,* shall be ex officio



**Texas FCC Complaint Log CapTel
2013-2014**

CapTel Complaint Tracking for TX (06/01/2013-05/31/2014). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/06/14	The customer reported inability to get captions on the CapTel 840.	01/06/14	Customer Service Representative apologized for the inconvenience and advised the customer to stay on the line as the next available agent would be on the line to provide captions. Customer Service Representative confirmed the customer is subsequently connecting to captions.
2	03/20/14	The customer reported being unable to call long distance on the CapTel 840.	03/20/14	Investigation revealed that the customer does not have an established long distance provider. Customer Service Representative advised the customer to establish a long distance plan or to use a calling card for long distance calling.
3	06/17/13	The customer's son reported that captions and calls drop frequently on the CapTel 800.	06/17/13	Customer Service Representative explained how the quality of the phone line or phone network can affect the performance of the CapTel phone. Also explained to the customer why disconnect/reconnect might be occurring and sent a letter with tips to reduce their occurrence.
4	09/14/13	The customer reported she is getting "him him him" on her captions.	09/14/13	Customer Service Representative informed customer that sometimes there is an issue with captions which causes that message to appear. Customer verified that she is now connecting with captions successfully. Customer Service Representative advised customer to call back if she needs further assistance.
5	11/26/13	Two-line customer's telephone technician reported inability to access captions and "Login Failed/CapTel phone must be used in state" error message on the phone.	11/27/13	Customer Service Representative asked for Technical Support to add a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. This resolved problem noted.



Texas FCC Complaint Log TRS 2013-2014

TRS Complaint Tracking for TX (06/01/2013-05/31/2014). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/27/14	The customer called through Video Relay Service; stated that last Thursday, January 23rd, she made a call to her local pharmacy and the agent who was voicing for her made her sounds upset, mad and angry and that was not the tone the customer was talking in. The store ended up getting mad at the customer because the agent was not voicing the call in the correct tone. The customer feels the agent needs to be more careful when voicing customer's call. This made for a very poor relay experience and the customer asked for the FCC's number as well.	01/27/14	The supervisor explained the role of the call to the customer and coached the agent to adjust microphone settings when appropriate.
2	03/01/14	Speech to Speech customer reported that the agent was very rude. "She was constantly interrupting me, screaming incessantly, which destroys the remaining hearing that I have. She was absolutely rude." Apologized for the inconvenience. No follow up requested.	03/01/14	Unable to conduct a follow up since the provided agent ID is currently not assigned.
3	05/27/14	"The call was confusing; the agent did not read the notes to tell outbound to reduce background noise so I can understand them clearly." Customer Service apologized to the caller for the issue. Follow up with customer is not required.	05/29/14	The supervisor discussed the customer's concern with the agent and coached the agent to read and follow customer notes.
4	06/14/13	"These agents were not understanding me at all. They were rude and seemed to not even try to understand what I was saying. It was very frustrating." Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	06/14/13	Met with the agent. Agent followed proper call procedure. 2 agent IDs were listed-one of the ID numbers is not assigned.
5	09/04/13	Agent needs more training. Agent did not follow the correct answering machine procedures and did not keep the customer informed. Apologized to the customer for the inconvenience. No follow up required.	09/07/13	Met with the agent. Coached her on answering machine procedures.
6	10/25/13	The customer states the agent did not follow her instructions to not announce the call. Call took place this morning, 10/25/13. Apologized to the customer. No follow up requested.	10/25/13	The agent was coached by a supervisor on following customer notes and instructions.
7	11/03/13	"I was using VCO on an earlier call and I asked the agent to switch from VCO to TTY. The agent stated she could not do this. Could you please coach this agent on the procedure."	11/03/13	The agent was coached by a supervisor to follow customer instruction and allow VCO to TTY switch when requested.
8	11/03/13	"This agent has disconnected my call several times today." The supervisor apologized to the customer and informed the customer that this would be coached immediately.	11/03/13	The agent was coached by a supervisor on proper disconnect procedures.
9	11/24/13	The customer wanted to make the call as "do not announce". The agent sent explaining relay to customer and therefore did not follow the "do not announce" request. The customer does not wish a follow up on this issue.	11/24/13	The agent was coached by a supervisor on following customer's instructions and "do not announce" requests.



Texas FCC Complaint Log CapTel 2014-2015

Complaint Tracking for TX/CapTel (06/01/2014-05/31/2015). Total Customer Contacts: 4

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/30/14	Customer reported difficulty connecting to captions on the CapTel 800 causing her to wait over 30 minutes to receive captions.	06/30/14	Agent's investigation found the customer was experiencing a temporary line difficulty. Agent confirmed that captions are currently connecting successfully. Agent offered further assistance upon request should the experience present itself any further. Additional detail provided by Director, CapTel Customer Service concerning initial 10/14/13 contact - "that there was (network) line interference occurring with the modem-to-modem connection between the CapTel and our captioning service that caused the delay." Customer Relationship Manager response: Though not a service delivery issue, the customer did complain of an over 30-minute delay of receiving captions. This contact is therefore being re-coded as a complaint "other technical type."
2	09/10/14	Customer reported seeing "Account Login Failed" on the CapTel phone.	09/10/14	Agent advised customer we experienced a brief technical difficulty that is now resolved. Agent confirmed that customer is now able to make a captioned call successfully.
3	04/06/15	Customer reported CapTel 800 was not ringing during incoming calls.	04/06/15	Agent referred the customer to the national distributor for further assistance in getting the unit serviced/replaced.
4	04/22/15	Customer reported an extended delay in captions on a specific call on CapTel 840.	05/01/15	Call detail was shared with Call Center management for follow up with the Agent by the Agent's supervisor. Call Center management later confirmed that the Agent was no longer employed with CapTel. In a follow up call with the customer, apologized for this experience and investigation findings were relayed to the customer.

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**Texas FCC Complaint Log TRS
2014-2015**

Complaint Tracking for TX (06/01/2014-05/31/2015). Total Customer Contacts: 10

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/14	Customer states that this Agent was totally intoxicated during the course of the conversation. Another Agent took over the call in the middle of the conversation. Relay Customer Service apologized for the problem and assured that the complaint would be sent in as stated. No follow up requested.	06/10/14	Agent was coached by the center manager to relay every conversation with a professional voice tone and flow.
2	06/24/14	Customer filed complaint stating the Agent kept asking the customer to repeat herself and that the customer continuously heard two babies in the background.	06/25/14	Supervisor spoke with the identified Agent and while the Agent does not recall this call in particular, the Agent does not recall an issue with a call or having to pace or request repeats multiple times. Supervisor advised the Agent to alert a supervisor if any issues occur during a call. Call center is secure with access restricted to ID carded employees only. The call type processed allows carry over from the relay user side to the hearing side of the call, this may explain the "baby" sounds reported by the hearing customer.
3	07/21/14	Texas Voice Carry Over user complained Agent would not enter note for them. Apologized and informed them I will inform the supervisor. No follow up requested.	07/21/14	The Agent tried to access the customer's profile, which required a password. The customer could not provide a password to the account so the Agent transferred the call to customer service. A supervisor assisted with this issue.
4	07/29/14	Supervisor at a Call-Center called in to complain that the Agent wouldn't address a TTY customer's frustration meant for the Agent. Agent was reading the information being typed while on the call with the supervisor's Call Center representative. Agent read the TTY customer's complaint during call, then would say "GA" to Call Center representative as if she wanted the Call Center representative to respond to the complaint meant for the relay Agent. Agent changed Agents during call without announcing the Agent-change. Customer Service apologized and said they would forward the information for resolution. Call Center supervisor requested follow up.	07/30/14	The Agent was relaying everything heard and following transparency protocol when inbound and outbound callers are on the line. Callers were informed of such while the call was in progress. Follow up was completed with the complainant and verbatim relay protocol and transparency explained.
5	09/22/14	Customer stated that the caller did not use the (asking for...) on a specific person ask - this instruction is also notated in the Customer Notes to use (asking for...). Instead of typing "asking for Sandy", Agent typed "yes" and no confirmation of specific ask was given. Apologized and assured the customer that this issue will be addressed. Customer requested follow up.	09/22/14	Customer Service received contact and assigned to TX call center supervisor for follow up. Agent was coached on following customer notes and specific ask procedure by a supervisor. A follow up email was sent to the customer.
6	11/21/14	ASCII user having issues with connecting to relay. Also, Agents say they cannot read caller's transmission. Customer Service Agent apologized for the issue and opened a trouble ticket. Caller is without communication service at this time and would like follow up as soon as possible.	12/08/14	Technician worked directly with customer on 12/8/2014 to adjust customer's ASCII settings, change TTY emulation, and the timeout setting. Testing was conducted, the customer and technician confirmed that the customer was able to connect with no issues. Also verified that the customer's ASCII device no longer attempts to connect to the TTY delay announcer. The customer was very satisfied and should now be able to connect to TRS.
7	03/27/15	Voice Carry Over user cannot complete long distance calls with preferred long distance carrier. Customer Service apologized for the issue and opened a trouble ticket. Follow up with customer is requested.	04/10/15	Reassigned technical complaint to Program Manager An incident report was filed with a call technician. The technician escalated the carrier of choice concern to the relay engineering development group. Program management has been advised by the development group that their test calls now indicate that calls are completing successfully over the AT&T network. Program manager emailed customer to inform action taken and testing verification.

8	04/15/15	Speech to Speech user says this Agent was rude and had hung up when a supervisor was requested. Agent-in-charge documenting the concern apologized for the inconvenience. No follow up requested.	04/15/15	Customer called in several times and disconnected. Agent asked customer to repeat and customer got upset and stopped speaking. Agent attempted to get assistance; however, the caller disconnected call prior to assistance arriving.
9	05/18/15	Customer reported that her three attempts to reach relay were unsuccessful. Customer reported connecting to hold recordings. The responding Agent-in-charge apologized for the inconvenience and informed the customer that her concern would be investigated.	05/21/15	Further investigation identified that calls to this service type were placed during periods when unexpected call volume and busy periods occurred. During this time, on-going efforts continued to improve the service access.
10	05/21/15	Customer reported he cannot call LD through Relay using Sudden Link. Customer Service opened a technical ticket. Follow up requested.	06/08/15	Engineering reported the issue to Suddenlink. Suddenlink confirmed this customer has an account in good standing and should be able to place long distance calls. Engineering also confirmed that Suddenlink calls are being carried over the correct carrier information code when dialed through relay. Engineering tested several days later and found that calls from and to the identified numbers completed with no issues. Customer Relationship Manager contacted the customer who verified that a family member had successfully completed long distance calls through the relay service. Customer Relationship Manager apologized for the experience; customer was pleased with the follow up.

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Sprint[®]
Relay

Texas TRS FCC Complaint Log

2015 - 2016



June 21, 2016

Jay Stone
Program Administrator
Public Utilities Commission of Texas
Budget & Fiscal Oversight
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Stone,

Sprint has provided you the following information to support your filing with the FCC for the State of Texas:

- An annual Complaint Log which includes complaints received between June 1, 2015 and May 31, 2016 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Friday, July 1, 2016.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Olivia V. Dominguez".

Olivia Dominguez
Customer Relations Manager
Texas Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice

Complaint Tracking for Texas TRS (06/01/2015-05/31/2016). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/27/15	The customer stated that the Agent did not follow call procedures to type out the entire answering machine. An assistant supervisor apologized to the customer.	07/31/15	A supervisor coached the Agent on proper call procedures for answering machines. The customer requested a follow up, but did not provide any contact information.
2	07/28/15	This Agent took 30 minutes of my time and then hung up on me. She could not keep up with the conversation and gave information that was not correct. The customer I was calling was therefore not interested in our service and hung up. The Agent seemed not at all concerned. The statements needed to be verbatim to the customer but they were not. This was a terrible experience with this agent and with the relay service. I now have no way to contact the customer back and find this frustrating. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Contact back requested to email address.	08/2/15	A discussion was held with the Agent. It was determined that the Agent was following protocol of pacing the voice customer. The Agent explained to the voice customer that the system would automatically release the outbound line once the inbound disconnected. A supervisor met with the Agent and coached the importance of getting assistance from a supervisor during difficult calls. A follow up email was sent to the customer as requested.
3	08/11/15	Customer states that the Agent would not disconnect the call after retrieving her answering machine messages. She could tell that the Agent just let the call "hang" for quite a while and this caused her not to be able to continue hanging up the answering machine on her end in order to make another call. She would like this looked into. The Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	08/11/15	Supervisor is unable to conduct a follow up on the Agent because the Agent ID was not assigned.
4	08/11/15	Customer Complaint: Customer stated the Agent would not disconnect the line even after asking her to. Said she was not able to make any other calls because the Agent had the line tied up. Customer Service Response: Apologized to the customer for the trouble and stated I would report the issue. Customer did not request follow up.	08/11/15	The Quality Supervisor was unable to do any follow up as the Agent is no longer employed with the company.
5	09/22/15	Customer explained they asked the Agent to follow their instructions. The Agent replied "yes I will." The customer waited. Thereafter, the Agent reportedly disconnected the line. Apologized. Supervisor will be notified. Follow up requested.	09/28/15	The Agent was coached by the quality supervisor of the importance of remaining polite and professional. A follow up phone call was attempted on 9/22/2015 at 5:35 PM, 9/22/2015 at 8:27 pm and again at 11:00 AM on 9/23/2015. There was no answer on the first two attempts and rang busy on the third attempt.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	01/21/16	Speech to Speech user felt that the Agent wasn't trying to understand what was being said. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	01/21/16	Supervisor met with the Agent. The Agent remembers the call and having a hard time hearing the caller due to background noise. The Agent did request assistance for the call.
7	01/29/16	Caller wanted to complain about an attempted call today and said Agent expected her to know what touch-tone option she wanted without telling her what the options were. She said she then saw "NETWORK TIMEOUT -- YOUR CALL HAS BEEN DISCONNECTED on Friday, January 22. Customer Service received this complaint via email and no follow up is required.	02/01/16	The Agent was coached by the quality supervisor on the importance of keeping the caller informed at all times and to always respond in a timely manner.
8	02/03/16	Customer Complaint: A voice caller reported that she could not stay connected to her friend a Voice Carry Over user of Relay Texas.. The problem began last night and the person's son also is unable to stay connected through Relay Texas. He reported static on the line before the disconnect, then received a fast busy signal. Customer Service response: I placed a test call to the Voice Carry Over number directly using my desk phone and TTY to type, and that call went through and stayed connected fine. But when I placed another test through Relay Texas. It stayed connected 3 minutes 20 seconds, then disconnected. Entered a ticket.	02/23/16	Tech opened a network ticket. Testing was completed. Customer was given on line test support which also included support from a friend. Local Exchange Carrier checked the line and found no problem. It was determined it was a customer device issue and customer is replacing device.



Sprint[®]
Relay

Texas CapTel FCC Complaint Log

2015 - 2016



June 21, 2016

Jay Stone
Program Administrator
Public Utilities Commission of Texas
Budget & Fiscal Oversight
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Stone,

Sprint has provided you the following information to support your filing with the FCC for the State of Texas:

- An annual Complaint Log which includes complaints received between June 1, 2015 and May 31, 2016 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

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Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Olivia V. Dominguez".

Olivia Dominguez
Customer Relations Manager
Texas Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice

Complaint Tracking for Texas CapTel (06/01/2015-05/31/2016). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/12/16	Customer reported delayed captions behind the spoken words on the CapTel 800.	01/12/16	Customer Service Representative apologized for the incident and thanked customer for the feedback. The relevant call information was sent to the call center management. As a result, the Agent's supervisor provided additional training and coaching on call flow handling and increased monitoring of the Agent in question to assist with overall improvement with captioning quality.
2	05/13/16	Customer reported being unable to reach a certain number from the CapTel 800.	05/19/16	Customer Service Representative's investigation revealed that the customer was able to reach the number successfully when dialing without captions. Customer Service Representative forwarded the customer's experience to Engineering for further review at which point it was identified as a possible routing concern. Engineering support staff subsequently advised that a routing change had been implemented and that it's now advisable for the customer to try the call again. Customer Service Representative subsequently confirmed that the customer reached the number successfully.



Sprint
Accessibility

Texas FCC Complaint Log

2016 - 2017

Complaint Tracking for Texas (06/01/2016-05/31/2017). Total Customer Contacts: 10

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/06/16	Customer complained that any time she makes a long distance call through Relay Texas, that her call cuts in and out and disconnects. She said it happens with all of the Agents and did not have any specific Agent ID number. Relay Customer Service apologized for the problem and assured that the complaint would be sent in as stated.	07/18/16	Engineering has determined the issue is a customer premise issue, perhaps equipment or carrier related. Customer Relationship Manager has been unsuccessful with attempts to follow up with customer to pursue or discuss solution. Call attempts occurred on June 22 and twice on July 18.
2	06/20/16	Voice Carry Over customer says when she places a long distance call through Relay Texas, the sound fades in and out, making it difficult for the hearing person to understand Voice Carry Over caller. Customer Service apologized to customer and opened a ticket. Customer requested a call back concerning the resolution to the problem.	07/18/16	Engineering has determined the issue is a customer premise issue, perhaps equipment or carrier related. Customer Relationship Manager has been unsuccessful with attempts to follow-up with customer to pursue or discuss solution. Call attempts occurred on June 22 and twice on July 18.
3	07/28/16	The customer stated that Agent made mistakes on the call but did not get Supervisor. There was also alot of garbling during the call. The Customer Service Representative informed customer that information would be passed on to the Agent's Supervisor. The Customer Service Representative was also receiving alot of garbling during the call and was unable to get all information needed for follow up.	07/28/16	Supervisor assistant's ID was registered for the complaint therefore, the Agent did request a Supervisor per customer's request. The caller did not provide any information to submit for a trouble ticket, therefore unable to further investigate.
4	08/04/16	The Agent was rude, slow and did not get a Supervisor when requested. The Agent gave a bad impression of the business to his customer. Apologized to the customer. Follow-up requested.	08/05/16	The Agent's Supervisor met with the Agent to discuss the customer's concern. A Supervisor was called by the Agent to assist; however, the inbound had instructed the Agent to hang up and the call was ended with the outbound. The Agent was unable to type the voice messages to the inbound due to Teletypewriter interruptions. The Supervisor will work with the Agent to enhance explanation phrasing that may assist voice users with understanding of one-way communication limitations with Teletypewriter technology. Program Manager followed up with customer, who was satisfied with explanation and action plans.
5	09/01/16	Customer states that she gave the Agent the number to dial 3 or 4 times and he never did dial it. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	09/01/16	The Agent was coached by the quality Supervisor over the importance of remaining focused on calls.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	09/13/16	Caller said Agent was rude and typed over her. Customer Service apologized for the issue. Caller requested to have Supervisor email her with results of Agent training in this matter.	09/28/16	The Agent was coached by a Supervisor over the importance of waiting for the go ahead to begin typing. The Agent was also coached on being patient and polite. A follow-up email was sent. September 28, 2016.
7	09/19/16	Relay Agent did not hang up outbound line after reporting that the person hung up. Agent delayed in explaining relay services to a person unfamiliar with relay. Agent did not instruct the other party to speak in first person. Customer expressed concern that Agent had a conversation with outbound after reporting that the person hung up. Customer does not have Agent ID number. The responding In-Charge apologized and informed customer they would investigate, identifying the ID of the Agent processing the call. Customer requested follow-up. On September 21, 2017, Customer Contact was forwarded to Program Manager. Customer provided Program Manager call details for investigation.	09/22/16	9/21 - Call detail records identified the Agent and sequence of events indicating that the outbound initiated the end of call disconnect prior to the transmission of the person hung up message. The Agent did not have an open line to the outbound. 9/22 - The Center Manager interviewed the Agent providing coaching on methods of remaining calm, how to pause the outbound person so that relay services can be explained in a timely manner, and keeping the customer informed. The Relay Agent did follow protocol to redirect the person to speak in first person one time. The Program Manager followed up with the customer by email with additional apologies, with an explanation of the investigation and conclusion.
8	10/26/16	Customer reported that the Agent did not seem to be typing what was said when customer was speaking with a Voice Carry Over client as the Voice Carry Over client, responses did not match the customer's questions. The responding In-Charge apologized to the customer and discussed the possibility that a user equipment issue may have garbled the message but assured customer that their report would be passed to the Agent's direct Supervisor.	10/26/16	Agent did not remember this call; however, Supervisor coached the Agent on the importance of relaying messages in a timely manner.
9	11/17/16	Customer stated that the Agent took a long time to explain Relay. The customer stated that it took over 4 minutes for the call to begin. Customer tried to get the Agent's attention several times, but felt ignored by the Agent. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested.	11/22/16	Voice customer did not want to take the call and feared a charge. The outbound kept asking and the Agent had to explain again and again. The Agent was coached to keep the inbound customer informed by using the macro "One Moment Please" and the macro "Explaining Relay" or to give a short explanation if needed.
10	05/16/17	Customer states that this Agent was harsh and refused to place their call. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested for 5:00 p.m. on May 17, 2017.	05/21/17	The Agent was coached by the Quality Supervisor over communicating in a professional, polite manner. However, the Quality Supervisor observed and assisted with this call as it occurred and no number was provided to dial. Follow-up phone calls were attempted on May 17, May 19, and May 22. Contact information was left on voicemails, but no calls have been returned.



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information 202-418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 13-1530
Released: July 8, 2013

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS

CG DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,¹ pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.² On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;³
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;⁴ and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.⁵

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program

¹ For purposes of this proceeding, the term "state" refers to states, U.S. territories, and the District of Columbia, where applicable.

² 47 C.F.R. § 64.606(b).

³ 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

⁴ 47 U.S.C. § 225(f)(2)(B).

⁵ 47 C.F.R. § 64.606(d).

certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

STATES APPROVED FOR CERTIFICATION

File No: TRS-46-12

Alabama Public Service Commission
State of Alabama

File No: TRS-19-12

Department of Commerce
State of Alaska

File No: TRS-47-12

Arkansas Deaf and Hearing Impaired
State of Arkansas

File No: TRS-02-12

Commission for the Deaf and Hard of Hearing
State of Arizona

File No: TRS-32-12

California Public Utilities Commission
State of California

File No: TRS-23-12

Colorado Public Utilities Commission
State of Colorado

File No: TRS-48-12

Connecticut Department of Public Utility
State of Connecticut

File No: TRS-35-12

Delaware Public Service Commission
State of Delaware

File No: TRS-49-12

Public Service Commission
District of Columbia

File No: TRS-50-12

Florida Public Service Commission
State of Florida

File No: TRS-51-12

Georgia Public Service Commission
State of Georgia

File No: TRS-22-12

Hawaii Public Utilities Commission
State of Hawaii

File No: TRS-43-12

Idaho Public Service Commission
State of Idaho

File No: TRS-10-12

Illinois Commerce Commission
State of Illinois

File No: TRS-08-12

Indiana Telephone Relay Access Corporation
State of Indiana

File No: TRS-03-12

Iowa Utilities Board
State of Iowa

File No: TRS-07-12

Kansas Relay Services, Inc.
State of Kansas

File No: TRS-52-12

Kentucky Public Service Commission
Commonwealth of Kentucky

File No: TRS-13-12

Louisiana Relay Administration Board
State of Louisiana

File No: TRS-53-12

Maine Public Utilities Commission
State of Maine

File No: TRS-33-12

Telecommunications Access of Maryland
State of Maryland

File No: TRS-34-12

Department of Telecommunications and Energy
Commonwealth of Massachusetts

File No: TRS-54-12

Michigan Public Service Commission
State of Michigan

File No: TRS-55-12

Mississippi Public Service Commission
State of Mississippi

File No: TRS-56-12

Telecommunications Access Program
State of Montana

File No: TRS-25-12

Relay Nevada
State of Nevada

File No: TRS-45-12

New Jersey Board of Utilities
State of New Jersey

File No: TRS-16-12

New York State Department of Public Service
State of New York

File No: TRS-12-12

Information Technology Department
State of North Dakota

File No: TRS-57-12

Oklahoma Telephone Association
State of Oklahoma

File No: TRS-58-12

Pennsylvania Bureau of Consumer Services
Commonwealth of Pennsylvania

File No: TRS-59-12

Division of Public Utilities and Carriers
State of Rhode Island

File No: TRS-11-12

South Carolina Office of Regulatory Staff
State of South Carolina

File No: TRS-20-12

Tennessee Regulatory Authority
State of Tennessee

File No: TRS-39-12

Minnesota Department of Commerce
State of Minnesota

File No: TRS-15-12

Missouri Public Service Commission
State of Missouri

File No: TRS-40-12

Nebraska Public Service Commission
State of Nebraska

File No: TRS-42-12

New Hampshire Public Service Commission
State of New Hampshire

File No: TRS-14-12

Commission for the Deaf and Hard of Hearing
State of New Mexico

File No: TRS-30-12

Department of Health and Human Service
State of North Carolina

File No: TRS-37-12

Public Utilities Commission of Ohio
State of Ohio

File No: TRS-36-12

Oregon Public Utilities Commission
State of Oregon

File No: TRS-28-12

Telecommunications Regulatory Board
Puerto Rico

File No: TRS-62-12

Micronesian Telecommunications Corporation
Saipan

File No: TRS-60-12

Department of Human Services
State of South Dakota

File No: TRS-17-12

Texas Public Utility Commission
State of Texas

File No: TRS-61-12
Virgin Islands Public Service Commission
U.S. Virgin Islands

File No: TRS-09-12
Public Service Commission
State of Utah

File No: TRS-44-12
Vermont Department of Public Service
State of Vermont

File No: TRS-04-12
Department for the Deaf and Hard of Hearing
Commonwealth of Virginia

File No: TRS-27-12
Office of the Deaf and Hard of Hearing
State of Washington

File No: TRS-06-12
Public Service Commission of West Virginia
State of West Virginia

File No: TRS-01-12
Wisconsin Department of Administration
State of Wisconsin

File No: TRS-18-12
Division of Vocational Rehabilitation
State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: www.bcpweb.com or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. **03-123** in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail Dana.Wilson@fcc.gov.

- FCC -